

# ANNUAL REPORTS TO PARLIAMENT

2022-2023

## **Administration of the *Access to Information Act***

and

## **Administration of the *Privacy Act***

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# SECTION A

## Report on the Administration of the *Access to Information Act*

### A1. INTRODUCTION

#### **Purpose of the *Access to Information Act***

The purpose of the *Access to Information Act* is to enhance the accountability and transparency of federal institutions in order to promote an open and democratic society and to enable public debate on the conduct of those institutions. It provides a right of access to information in records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific and that decisions on the disclosure of government information should be reviewed independently of government.

#### **Annual Report**

This Annual Report for Destination Canada for the period from April 1, 2022 to March 31, 2023 is prepared and tabled in Parliament in accordance with Section 94 of the *Access to Information Act*.

#### **Organizational Mandate**

A federal Crown corporation wholly owned by the Government of Canada, Destination Canada reports to Parliament through the Minister of Tourism. Our legislated mandate is to:

- Sustain a vibrant and profitable Canadian tourism industry;
- Market Canada as a desirable tourism destination;
- Support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories with respect to Canadian tourism; and
- Provide information about Canadian tourism to the private sector and to the governments of Canada, the provinces and the territories.

## A2. ORGANIZATIONAL STRUCTURE

Responsibilities associated with processing requests for information under the *Access to Information Act* and the *Privacy Act* are housed within Destination Canada's Corporate Secretary's Office. Within this office, the Corporate Secretary maintains accountability for the administration of these acts, and an Access to Information and Privacy Officer is responsible for the day-to-day activities related to the administration of the acts. No consultants are used.

Duties related to the processing of information requests, including the collection and reporting of statistics, preparation of annual reports to Parliament, and proactive disclosure of summaries of completed access to information requests to the Government of Canada's Open Government Portal are done through the Corporate Secretary's office.

All other activities pertaining to proactive disclosures that Destination Canada is subject to are decentralized within the organization according to business area.

Destination Canada was not party to any service agreements during this reporting period.

## A3. DELEGATION ORDER

Please see Annex A for the signed Delegation Order in effect at the end of the reporting period.

## A4. 2022-2023 PERFORMANCE

During the 2022-2023 reporting period, Destination Canada received three new requests under the *Access to Information Act*. All three requests were responded to and closed within legislated timelines.

One request had been carried forward from the preceding year and was closed in this reporting period.

Please see Annex B for Destination Canada's Statistical Report and Annex C for its Supplemental Statistic Report.

## A5. TRAINING AND AWARENESS

While no formal training was provided to staff, Informal briefings were provided on an as needed and requested basis.

Individuals in roles directly related to, or supporting in, the administration of ATIP responsibilities underwent professional development offered through the Canada School of Public Service and/or Treasury Board of Secretariat's Access to Information and Privacy Policy Centres. They also undertook self-directed education through a review of applicable legislation and policy instruments, and consulted with collaborative Government of Canada forums and platforms.

## A6. POLICIES, GUIDELINES AND PROCEDURES

No new policies, guidelines or procedures related to access to information were implemented during the reporting period.

## A7. PROACTIVE PUBLICATION UNDER PART 2 OF THE ATIA

Destination Canada is a Crown corporation listed under Schedule III of the *Financial Administration Act*. For the purposes of Part 2 of the ATIA, Destination Canada is a government institution subject to proactive publication requirements related to the disclosure of travel expenses, hospitality expenses and reports tabled in Parliament.

The following table identifies the links to where the respective proactive publications can be found:

Publication	Link
Travel Expenses	<a href="https://www.destinationcanada.com/en/disclosure">https://www.destinationcanada.com/en/disclosure</a>
Hospitality Expenses	<a href="https://www.destinationcanada.com/en/disclosure">https://www.destinationcanada.com/en/disclosure</a>
Reports Tabled in Parliament	<a href="https://www.destinationcanada.com/en/about-us">https://www.destinationcanada.com/en/about-us</a>

All of the above publications were due during the reporting period and were published within legislated timelines.

## A8. INITIATIVES AND PROJECTS TO IMPROVE ACCESS TO INFORMATION

Destination Canada was onboarded onto the Government of Canada's ATIP Online Request Service (AORS) in March 2023. The AORS is a simple, centralized website that enables users to complete access to information requests and submit them to any of the institutions that are subject to the *Access to Information Act* and *Privacy Act*.

Being part of this shared digital platform will enable Destination Canada to modernize service delivery and streamline the processing of requests.

## A9. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

No complaints were received during the reporting period.

## A10. MONITORING COMPLIANCE

Given the minimal number of access to information requests received by Destination Canada, a formal practice to monitor compliance was not conducted during the reporting period.

ANNEX A:

DELEGATION ORDER

OFFICIAL DOCUMENT

DOCUMENT OFFICIEL

DESTINATION CANADA

DESTINATION CANADA

DELEGATION OF AUTHORITY

DÉLÉGATION DE POUVOIRS

ACCESS TO INFORMATION ACT AND  
PRIVACY ACT

*LOI SUR L'ACCÈS À L'INFORMATION ET  
LOI SUR LA PROTECTION DES  
RENSEIGNEMENTS PERSONNELS*

I, the President & Chief Executive Officer of Destination Canada, pursuant to Section 73 of the *Access to Information Act* and section 73 of the *Privacy Act*, collectively, the "Acts"), authorize the Senior Vice President Public Affairs and Corporate Secretary as well as the Strategy Management Advisor to exercise or perform any of the powers, duties or functions of the President & Chief Executive Officer under the provisions of the Acts and related regulations. This designation replaces all other delegated authorities.

En vertu de l'article 73 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, j'autorise les personnes occupant les rôles de Vice-président principal, Affaires publiques et secrétaire général ainsi que Conseillère, Gestion de la stratégie à exercer les pouvoirs, attributions ou fonctions dont je suis, en qualité de président-directeur général de Destination Canada, investi par les dispositions desdites lois et des règlements connexes. La présente délégation remplace toute délégation antérieure.

Effective date: March 17, 2022

Date d'entrée en vigueur : 17 mars 2022



Marsha Walden

President & Chief Executive Officer / Président-directeur général

## ANNEX B:

### STATISTICAL REPORT



Government of Canada / Gouvernement du Canada

#### Statistical Report on the *Access to Information Act*

Name of institution: Destination Canada

Reporting period: 4/1/2022 to 3/31/2023

#### Section 1: Requests Under the *Access to Information Act*

##### 1.1 Number of requests

		Number of Requests
Received during reporting period		3
Outstanding from previous reporting periods		1
• Outstanding from previous reporting period	1	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>4</b>
Closed during reporting period		4
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

##### 1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	3
Business (private sector)	0
Organization	0
Public	0
Decline to Identify	0
<b>Total</b>	<b>3</b>

##### 1.3 Channels of requests

Source	Number of Requests
Online	0
E-mail	3
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>3</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

		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	
<b>Total</b>		<b>1</b>
Closed during reporting period		1
Carried over to next reporting period		0

### 2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	1
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>1</b>

### 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	1	0	0	0	0	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

### 2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
1	3	0	0	0	0	0	0	0	0



**Section 3: Applications to the Information Commissioner on Declining to Act on Requests**

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
<b>Total</b>	<b>0</b>
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

**Section 4: Requests Closed During the Reporting Period**

**4.1 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	2	0	0	0	0	0	2
Disclosed in part	0	1	0	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	1	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>

**4.2 Exemptions**

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	1	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

\* I.A.: International Affairs    Def.: Defence of Canada    S.A.: Subversive Activities

#### 4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

#### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
0	3	0	0	0	0

#### 4.5 Complexity

##### 4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
3	3	4

##### 4.5.2 Relevant pages processed per 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	2	2	0	0	0	0	0	0	0	0
Disclosed in part	1	1	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	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0

#### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
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
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	3
Percentage of requests closed within legislated timelines (%)	100

#### 4.7 Deemed refusals

##### 4.7.1 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

##### 4.7.2 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 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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

### Section 5: Extensions

#### 5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	0	0	0	0

#### 5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	0	0	0	0

### Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	0	\$15.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	0	\$15.00	0	\$0.00	0	\$0.00

## 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	5	0	0
Outstanding from the previous reporting period	0	0	0	0
<b>Total</b>	1	5	0	0
Closed during the reporting period	1	5	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
	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	
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
<b>Total</b>	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

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	
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
<b>Total</b>	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		501-1000 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
<b>Total</b>	0	0	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		501-1000 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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 9: Investigations and Reports of finding

### 9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
0	0	0

### 9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

**Section 10: Court Action**

**10.1 Court actions on complaints**

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

**10.2 Court actions on third party notifications under paragraph 28(1)(b)**

Section 44 - under paragraph 28(1)(b)
0

**Section 11: Resources Related to the Access to Information Act**

**11.1 Allocated Costs**

Expenditures	Amount
Salaries	\$12,000
Overtime	\$0
Goods and Services	\$0
• Professional services contracts	\$0
• Other	\$0
<b>Total</b>	<b>\$12,000</b>

**11.2 Human Resources**

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.100
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>0.100</b>

**Note:** Enter values to three decimal places.



## ANNEX C:

### SUPPLEMENTAL STATISTICAL REPORT

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

Name of institution: Destination Canada

Reporting period: 2022-04-01 to 2023-03-31

#### 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	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top Secret Paper Records	0	0	52	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, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	0	0	0
Received in 2021-2022	0	1	1
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	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>

Row 11, Col. 3 of Section 3.1 must equal 2022-2023 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.

<b>Fiscal Year Open Complaints Were Received by Institution</b>	<b>Number of Open Complaints</b>
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	0
Received in 2013-2014 or earlier	0
<b>Total</b>	<b>0</b>

**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, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	0	0	0
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	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

Row 11, Col. 3 of Section 4.1 must equ  
2022-2023 Statistical Report on the Pri

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 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	0
Received in 2013-2014 or earlier	0
<b>Total</b>	<b>0</b>

**Section 5: Social Insurance Number**

Has your institution begun a new collection or a new consistent use of the SIN in 2022-2023?	No
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**Section 6: Universal Access under the Privacy Act**

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023?	0	Row 1, Col. 1 of § Section 1.1 of the
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# SECTION B

## Report on the Administration of the *Privacy Act*

### B1. INTRODUCTION

#### **Purpose of the *Privacy Act***

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

#### **Annual Report**

This Annual Report for Destination Canada for the period from April 1, 2022 to March 31, 2023 is prepared and tabled in Parliament in accordance with Section 72 of the *Privacy Act*.

#### **Organizational Mandate**

A federal Crown corporation wholly owned by the Government of Canada, Destination Canada reports to Parliament through the Minister of Tourism. Our legislated mandate is to:

- Sustain a vibrant and profitable Canadian tourism industry;
- Market Canada as a desirable tourism destination;
- Support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories with respect to Canadian tourism; and
- Provide information about Canadian tourism to the private sector and to the governments of Canada, the provinces and the territories.

## **B2. ORGANIZATIONAL STRUCTURE**

Responsibilities associated with processing requests related to personal information under the *Privacy Act* are split between Destination Canada's Corporate Secretary's Office and the Senior Vice President, Finance & Risk Management's office. Within the Corporate Secretary's office, an Access to Information and Privacy Officer is responsible for the day-to-day activities related to the processing of privacy-related requests and associated administrative reporting. Under the Senior Vice President's office, the Executive Director of Legal is responsible for overall compliance with the act and data protection regulations, and for conducting privacy impact assessments.

Destination Canada was not party to any service agreements during this reporting period.

## **B3. DELEGATION ORDER**

Please see Annex A in Part A for the signed Delegation Order in effect at the end of the reporting period.

## **B4. 2022-2023 PERFORMANCE**

No privacy requests were received by Destination Canada during the 2021-2022 reporting period.

## **B5. TRAINING AND AWARENESS**

While no formal training was provided to staff, Informal briefings were provided on an as needed and requested basis.

Individuals in roles directly related to, or supporting in, the administration of ATIP responsibilities underwent professional development offered through the Canada School of Public Service and/or Treasury Board of Secretariat's Access to Information and Privacy Policy Centres. They also undertook self-directed education through a review of applicable legislation and policy instruments, and consulted with collaborative Government of Canada forums and platforms.

## **B6. POLICIES, GUIDELINES AND PROCEDURES**

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

## **B7. INITIATIVES AND PROJECTS TO IMPROVE PRIVACY**

Destination Canada was onboarded onto the Government of Canada's ATIP Online Request Service (AORS) in March 2023. The AORS is a simple, centralized website that enables users to complete

access to information requests and submit them to any of the institutions that are subject to the *Access to Information Act* and *Privacy Act*.

Being part of this shared digital platform will enable Destination Canada to modernize service delivery and streamline the processing of requests.

## **B8. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS**

No complaints were received during the reporting period.

## **B9. MATERIAL PRIVACY BREACHES**

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

## **B10. PRIVACY IMPACT ASSESSMENTS**

Prior to onboarding to the Government of Canada's AORS, Destination Canada completed a privacy impact assessment to identify and help mitigate potential privacy issues arising from the collection, use, disclose and retention of personal information from requesters. This assessment built upon the privacy impact assessment conducted by Treasury Board Secretariat on AORS in November 2021.

Our assessment found that privacy risks arising from the receipt and administration of requests through AORS are expected to be low. In addition, the assessment found that potential impacts on the privacy of individuals are being managed effectively by Destination Canada through appropriate legal, policy and technical measures geared to the protection of personal information.

## **B11. PUBLIC INTEREST DISCLOSURES**

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

## **B12. MONITORING COMPLIANCE**

Given the minimal number of privacy requests received by Destination Canada, a formal practice to monitor processing time is not required. As such, no monitoring of processing time was conducted during the reporting period.