



# ANNUAL REPORT ON THE *PRIVACY ACT*

## 2023-2024

For Non-Public Property and  
Staff of the Non-Public Funds, Canadian Forces

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# PART I – INTRODUCTION

The *Privacy Act*<sup>1</sup> (the “Act”) was proclaimed on July 1, 1983. The Act was amended as a result of the royal assent of Bill C-58 on June 21, 2019.

The Act gives everyone a right of access to information about themselves held by the government, subject to specific and limited exceptions. The Act also provides individuals the right to a reasonable expectation of privacy, including a basic right to exercise control over the collection, use and disclosure of their personal information.

Section 72 of the Act requires that the head of every federal government institution prepare for submission to Parliament an annual report on the administration of the Act within their institution during each fiscal year.

This annual report provides a summary of the management and administration of the Act within Canadian Forces Morale and Welfare Services (CFMWS) for the fiscal year 2023-2024, for Non-Public Property (NPP), and for the Staff of the Non-Public Funds, Canadian Forces.

## 1. Mandate of the Canadian Forces Morale and Welfare Services

### 1.1. Background

The *National Defence Act* (Sections 2 and 38 – 41) vests Non-Public Property (NPP) with the Chief of the Defence Staff (CDS), Base / Wing Commanders and Unit Commanding Officers to be used for the benefit of serving and former Canadian Armed Forces (CAF) personnel and their families.

The CDS has delegated the Managing Director of NPP with the responsibility for the daily administration of NPP. Under the present administrative structure, the Managing Director of NPP responsibility is borne by the Chief Executive Officer of the Staff of the Non-Public Funds, Canadian Forces.

The collective NPP activities, including those of the Staff of the Non-Public Funds, Canadian Forces and those programs and services that NPP provides to the CAF via service level agreements or other arrangements, are managed by the administrative construct known as the Canadian Forces Morale and Welfare Services (CFMWS).

CFMWS currently employs over 4,000 people as “Staff of the Non-Public Funds, Canadian Forces”, a Separate Agency under Schedule V of the *Financial Administration Act* of Canada.

### 1.2. Responsibilities

CFMWS operates under a social enterprise business model, with the fundamental objective of creating positive value for serving and former CAF personnel and their families. Responsive to the changing needs of the CAF, our programs and services build their self-reliance, resilience and readiness by enhancing their mental, social, physical and financial wellbeing.

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<sup>1</sup> *Privacy Act* (Revised Statutes of Canada, 1985, Chapter P-21).

Working on behalf of the CDS and under the authority of the Minister of National Defence (MND), CFMWS is a trusted partner in the Defence enterprise, operating under the Non-Public Property framework, expending funds through a unique operating model that creates real value for the CAF Community.

Vision: Improving lives at home and around the world.

- Mentally
- Socially
- Physically
- Financially

Mission: We make our members stronger.

- Healthier People
- Stronger Communities
- Better Canada

CFMWS operates through the following divisions:

- Personnel Support Programs (PSP),
- Military Family Services (MFS) – includes Support Our Troops
- CANEX,
- SISIP Financial,
- Corporate Services,
- Finance,
- Information Services, and
- Human Resources.

## 2. Structure of the Access to Information and Privacy Program

The National Manager Access to Information and Privacy (NM ATIP) administers the provisions of the *Privacy Act* within the CFMWS for NPP and the Staff of the Non-Public Funds, Canadian Forces. CFMWS hired a new NM ATIP in October 2023 to work with and take over from the current NM ATIP who will retire in 2024.

The NM ATIP reports to the Director Corporate Services who, in turn, reports to the Chief Corporate Secretary. The NM ATIP is responsible for managing all activities related to the CFMWS ATIP Program, in accordance with the NPP ATIP designation order and the provisions of the Act, Regulations, directives, policies and guidelines.

Since January 2024, the Executive Assistant to the Chief Corporate Secretary began processing routine requests and providing support the ATIP Office as required, because of the substantial increase in the number of requests received by CFMWS. The administration of the Act by the NM ATIP is also facilitated at the division levels of CFMWS. Each division has an ATIP point of contact who coordinates the collection of information and provides guidance to division employees on the application of the Act, as well as related CFMWS policies and procedures.

CFMWS was not a party in any service agreement under section 73.1 of the Act, during the reporting period.

### 3. Designation order

Under section 3 of the Act, the Minister is designated as the head of the government institution for purposes of the administration of the Act. Pursuant to section 73, the Minister may delegate any of his powers, duties or functions under the Act by signing an order authorizing one or more officers or employees of the institution, who are at the appropriate level, to exercise or perform the powers, duties or functions of the head, specified in the order.

Within CFMWS, the NPP ATIP designation order is based on a centralized process with the NM ATIP having full delegated authority under the Act. Full authority under the Act is also delegated to the Managing Director NPP / CEO, Staff of the Non-Public Funds, Canadian Forces and the Vice-President Corporate Services (now titled the Chief Corporate Secretary) who are responsible for the ATIP program.

The NPP ATIP designation order signed by the MND is attached at Annex A.

# PART II – PERFORMANCE

Government of Canada institutions have completed statistical reporting forms on the administration of the Act, as prescribed by the Treasury Board of Canada Secretariat (TBS), since 1983. The following provides an overview of key data on CFMWS performance for the fiscal year, as reflected in the 2023-2024 statistical report on the *Privacy Act*, which is attached at Annex B.

## 1. Requests under the *Privacy Act*

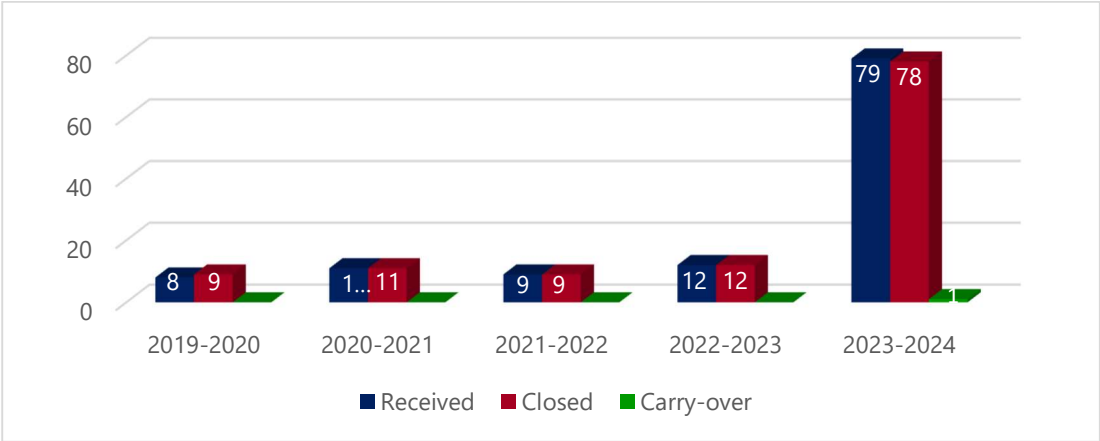
The NM ATIP processes all requests received by CFMWS pursuant to the *Privacy Act*. Each request is first reviewed for clarity and then assigned to one or more divisions of CFMWS that become responsible for locating and retrieving the records containing the information sought.

The CFMWS divisions review their relevant records and provide recommendations to the NM ATIP on any sensitivity related to their disclosure. Where necessary, the NM ATIP also undertakes consultations with other organizations before making a decision on disclosure. The NM ATIP then notifies the requester and provides access to all of the records that can be disclosed.

### 1.1. Number of requests

CFMWS received 79 personal information requests and closed 78 files in 2023-2024. This represents a substantial increase in the number of requests received compared with the previous reporting periods, which is attributed to the adoption of the ATIP Online Request Service in December 2022. There were no requests outstanding from the previous fiscal year, but one (1) file was carried-over to the next. Chart I provides an overview of the volume of requests processed by CFMWS over the past five (5) fiscal years.

**Chart I –Volume of privacy requests**



### 1.2 Channels of requests

Since December 2022, CFMWS receives requests under the Act via the [ATIP Online Request Service](#), as required by the TBS Directive on Personal Information Requests and Correction of Personal Information.

The requesters' preferred channel for submitting a request to CFMWS was online through the Request Service. This was the case for 77 requests (97 percent) received during the reporting period. The other two (2) requests were received by email and regular mail.

## 2. Informal requests

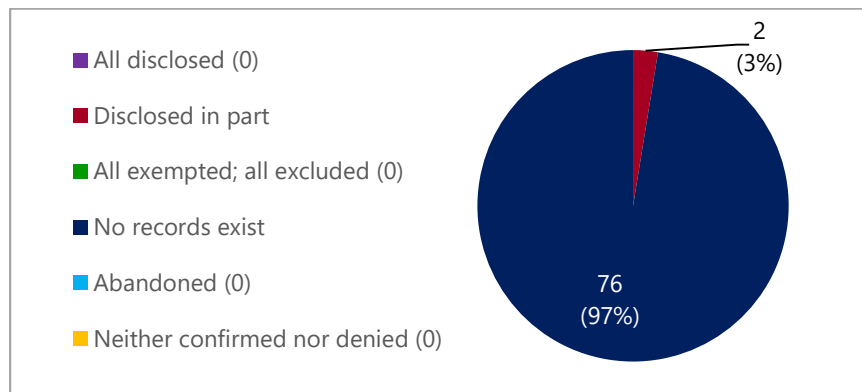
In 2023-2024, CFMWS processed and released seven (7) pages in response to one (1) informal request for personal information. The file was closed within 25 days.

## 3. Requests closed during the reporting period

### 3.1. Disposition and completion time

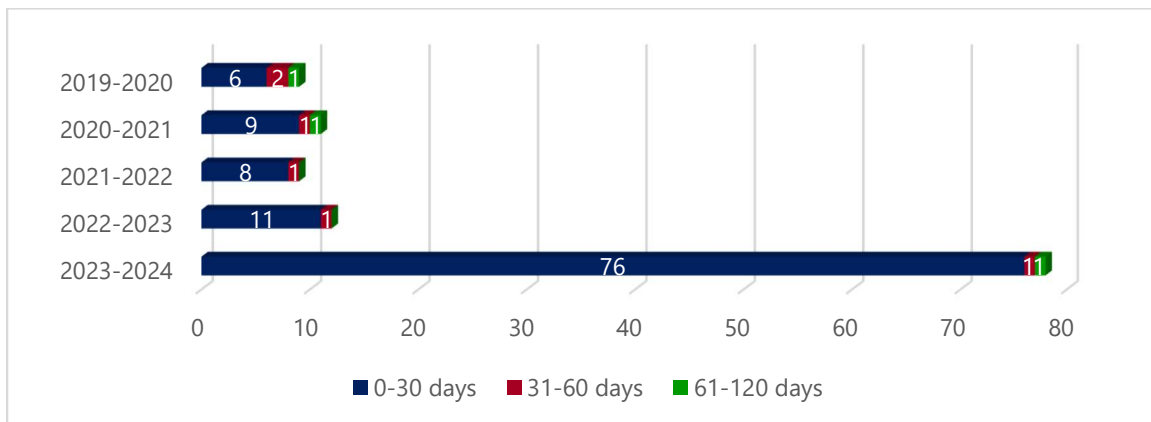
Of the 78 requests closed, the records were disclosed in part in two (2) files (3 percent). CFMWS had no records for the remaining 76 requests (97 percent) because the requested information was not under the control of the institution. Chart II provides an overview of the disposition of the requests closed by CFMWS during the fiscal year.

**Chart II – Disposition of privacy requests closed**



The average processing time for all requests closed was five (5) days, same as in the previous period. Chart III provides the number of requests and days taken by CFMWS to close the files over the past five (5) fiscal years.

**Chart III – Privacy requests completion time**





### 3.2. Exemptions

An individual's right of access to his/her personal information under the *Privacy Act* is limited by a number of exemptions specified in sections 18 through 28 of the legislation.

In 2023-2024, the records processed by CFMWS contained information that was protected under the following provisions of the Act:

- 26 – Personal information
- 27 – Solicitor-client privilege

### 3.3. Exclusions

Pursuant to section 69 and 70, the Act does not apply to material that is published or available for purchase, library or museum material preserved solely for public record, material deposited with the Library and Archives Canada, as well as documents considered to be confidences of the King's Privy Council of Canada.

CFMWS did not process any record that qualified for exclusion pursuant to sections 69 and 70 of the Act during the reporting period.

### 3.4. Format of information released

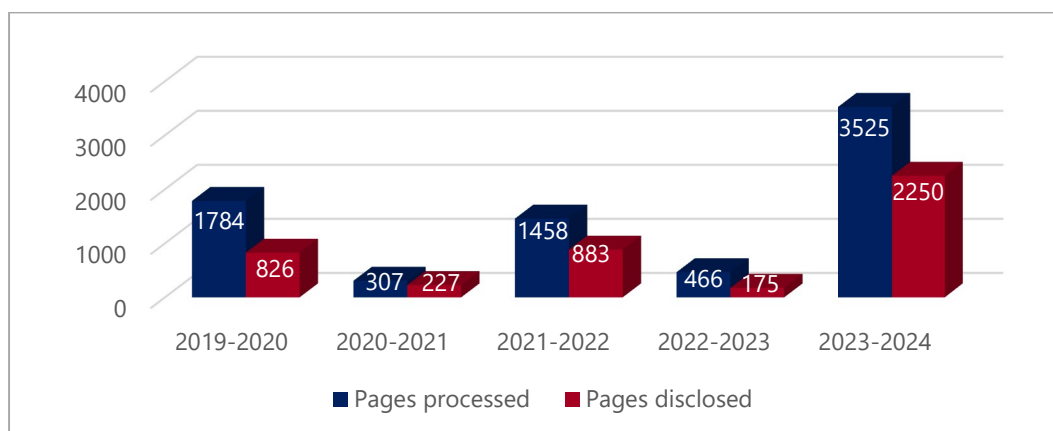
In order to provide quick and efficient client service and to minimize costs as well as the environmental footprint related to printing and the use of paper, CFMWS sends its correspondence and records by encrypted email or via the ATIP Online Request Service, when possible.

For the requests in which information was released (*disclosed in part*), all of the records (100 percent) were provided in electronic format. During the reporting period, no records were provided in the form of paper copies or in other formats.

### 3.5. Complexity

CFMWS processed 3525 pages and released 2250 pages in two (2) requests during the reporting period, for an average of 1763 pages to review per file. This represents a substantial increase compared with the previous fiscal years. Chart IV provides the number of pages processed and disclosed by CFMWS over the past five (5) fiscal years.

**Chart IV – Number of pages processed and disclosed**

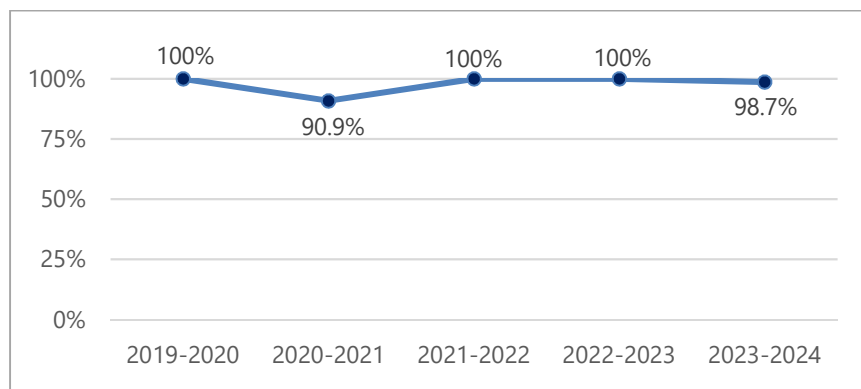


Aside from the volume of records and a necessary consultation with another government institution, one (1) case involved sensitive personal information related to harassment complaints and interpersonal issues,

### 3.6. Requests closed within legislative timelines

Of the 78 requests closed in 2023-2024, 77 files (98.7%) were processed within the initial 30-day or the extended time limit under the Act. Chart V provides the CFMWS compliance rate over the past five (5) fiscal years.

**Chart V – Percentage of requests closed within legislated timelines**



### 3.7. Deemed refusals

Only one (1) request fell in a deemed refusal status during the reporting period. Due to the volume (2295 pages) and complexity of the file, the request was closed 40 days after the extended due date.

### 3.8. Requests for translation

There were no requests for translation of information from one official language to another.

## 4. Disclosures pursuant to subsections 8(2) and 8(5) of the Act

CFMWS made one (1) disclosure of personal information to an investigative body in accordance with paragraph 8(2)(e) of the Act.

There were no disclosures made under paragraph 8(2)(m) of the Act and, therefore, no need to notify the Office of the Privacy Commissioner of Canada (OPC) pursuant to subsection 8(5) of the Act.

## 5. Requests for correction of personal information and notations

There were no requests for the correction of personal information nor for notations to be placed on a record.

## 6. Extensions

Of the 78 requests closed during the fiscal year, two (2) files (3 percent) needed to be extended in accordance with section 15 of the Act. A consultation was necessary in one case to comply with the request that could not be reasonably completed within the original time limit. In the other case, there was a large volume of records, and meeting the original time limit would have unreasonably interfered with the operations of the institution. The requests extended were completed in 60 and 100 days respectively

## 7. Consultations from other government institutions and organizations

CFMWS did not receive any consultations during the reporting period.

## 8. Consultations on Cabinet confidences

There were no consultations undertaken with Legal Services or the Privy Council Office on Cabinet confidences.

## 9. Complaints and investigations

CFMWS received one (1) complaint and investigation notice from the OPC relating to missing records, which was still active at the end of the fiscal year. There were no complaints outstanding from previous periods.

There were no requests for judicial review filed with the Federal Court or the Federal Court of Appeal.

## 10. Privacy impact assessments and personal information banks

### 10.1. Privacy impact assessments

In accordance with the TBS *Directive on Privacy Impact Assessment (PIA)*, a PIA must be initiated for a program or activity in the following circumstances:

- when personal information is used for or is intended to be used as part of a decision-making process that directly affects the individual;
- upon substantial modifications to existing programs or activities where personal information is used or intended to be used for an administrative purpose; and
- when contracting out or transferring a program or activities to another level of government or the private sector results in substantial modifications to the program or activities.

CFMWS did not complete any PIAs during the reporting period.

### 10.2. Personal information banks

In accordance with section 10 of the *Privacy Act*, all personal information under the control of the institution that is used for an administrative purpose, or that is retrievable by name or personal identifier has to be described in personal information banks (PIBs).

Also, as required by the TBS *Directive on Privacy Practices* and *Directive on Privacy Impact Assessment* (PIA), any new or substantially modified PIB has to be approved by TBS before implementing any new or substantially modified program or activity.

In the 2023-2024 fiscal year, CFMWS had five (5) active institution-specific PIBs and 40 standard PIBs registered with TBS.

CFMWS does not have any central PIBs and exempt banks regarding NPP and the Staff of the Non-Public Funds, Canadian Forces.

CFMWS did not receive authority for any new collection or new consistent use of the Social Insurance Number (SIN) during the reporting period.

## 11. Material privacy breaches reported

A privacy breach involves improper or unauthorized collection, use, disclosure, retention or disposal of personal information. A privacy breach may occur within an institution or off-site and may be the result of inadvertent errors or malicious actions by employees, third parties, partners in information-sharing agreements or intruders.

A breach is deemed "material" if the breach involves 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.

CFMWS reported one (1) material privacy breach to the OPC and TBS during the reporting period, which is summarized below.

In May 2024, CFMWS was informed of a cybersecurity incident at GoAnywhere, a technology provider for InvestorCOM Inc., which compromised data across over 130 organizations globally. SISIP Financial purchases mutual funds and financial services from several companies thru Investia, including Makenzie Financial, Franklin Templeton and Empire Life, which had been impacted by this incident.

The breach involved sensitive personal information of 1716 SISIP Financial clients, including the social insurance number. All SISIP Financial clients affected by the breach were promptly informed by the fund companies and SISIP Financial through letters and calls.

CFMWS takes these matters very seriously and is committed to ensuring that all personal information is protected and treated securely, including the provision of annual cybersecurity training to staff. However, no internal training or measures could have prevented this incident.

## 12. Resources related to the *Privacy Act*

The total costs associated with the administration of the *Privacy Act* amounted to \$197,588 for the 2023-2024 fiscal year. This mainly consists of the ATIP staff salary and employer costs. The other portion is included in the *Access to Information Act* report.

# PART III – OTHER ACTIVITIES AND ACCOMPLISHMENTS

## 1. Training and awareness

No formal ATIP training sessions were provided during the reporting period. However the NM ATIP spreads awareness about the requirements under the *Privacy Act* and its related policy instruments to managers and employees at all levels on a continual basis

## 2. Policies and procedures

For the reference of all employees, corporate policies are available on the CFMWS intranet site.

The *Policy on the Access to Information and Privacy (ATIP) Program* outlines the NPP ATIP designation order and sets out the definitions as well as the roles and responsibilities of all the stakeholders within NPP organizations. The objective of the Policy is to establish consistent practices and procedures for the processing of ATIP requests in order to ensure compliance and enhance the effective application of the *Access to Information Act* and the *Privacy Act* and their Regulations.

The *Policy on Privacy Practices* was developed to establish effective privacy management practices in order to ensure that personal information under the control of NPP entities is managed in a manner that is consistent with the *Privacy Act*, the *Privacy Regulations*, and related TBS policy instruments.

The *Privacy Breach Protocol* outlines the steps to be followed by management and staff in the event of any actual or suspected breach of privacy. The guidance provided in the protocol ensures that when a privacy breach occurs, it is quickly controlled and similar breaches are prevented from occurring.

In 2023-2024, the NM ATIP started revising the above policy in order to align with the changes made to TBS policies and directives. New *Privacy Guidelines for Forms*, including a privacy notice and consent statement template, were also developed to assist program officers in ensuring that forms used for collecting personal information comply with the Act, its regulations and related policy instruments.

## 3. Monitoring compliance

CFMWS timeliness and compliance under the Act are closely monitored by the NM ATIP, and issues are reported to the Chief Corporate Secretary as required.

In the 2023-2024 fiscal year, CFMWS strived to maintain a high performance and attained a 98.7 percent compliance rate for responding to privacy requests within the legislated timelines.

## 4. Privacy advice

As a subject matter expert, the NM ATIP is regularly called upon for advice on the management and protection of personal data and related privacy risks, and is also a member of the following CFMWS committees:

- Data Governance Council
- HR Advisory Council
- IT Working Group

### 4.1. Contracts, agreements and arrangements

A privacy clause (similar to the Standard Acquisitions Clauses and Conditions 9113C Handling of Personal Information) is included in the [General Conditions](#) of the NPP Contract for Service. Where third-party contracts or agreements may be used, a preliminary risk assessment is conducted by the Divisional Contracting Representative. Those that require further assessment and involve personal information are reviewed by the NN ATIP to ensure appropriate privacy protection provisions are included therein.

### 4.2. Privacy Notices

During the review period, the NM ATIP reviewed several forms (paper, electronic, Intranet and Internet), and developed privacy notices and consent statements in accordance with privacy legislative and policy requirements.

## 5. Initiatives and projects to improve privacy

The NM ATIP participated in a new initiative with the TBS ATIP Digital Services Working Group to implement a custom instruction page on the ATIP Online Request Service. When CFMWS adopted the ATIP Online Request Service in December 2022, it started receiving misdirected requests for military service records that should have been submitted to the Department of National Defence or the Library and Archives of Canada. These misdirected requests resulted in a 450 percent increase in personal information requests received since the last reporting period, interfering with the operations of the ATIP program. The custom instructions are now available on the ATIP Online Request Service to inform requesters where to obtain these records in a timely manner.

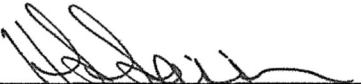
**ANNEX A**  
**DESIGNATION ORDER**

Pursuant to section 73 of the *Access to Information Act* and the *Privacy Act* (the "Acts"), The Minister of National Defence, as the head of a government institution under these Acts, hereby designates the persons holding the following positions or the persons occupying those positions on an acting basis, to exercise all of the powers and perform the duties and functions of the head of a government institution under these Acts concerning non-public property and related or assigned services, programs and operations\*:

- (a) The Managing Director NPP/CEO of the Staff of the Non-Public Funds, Canadian Forces;
- (b) The Chief of Staff and Vice President Corporate Services; and
- (c) The National Manager Access to Information and Privacy Program

\*For greater certainty, this includes all non-public property vested in the commanders of units and other elements and in the Chief of the Defence Staff established under section 38 to 41 of the National Defence Act; all activities of the Staff of the Non-Public Funds, Canadian Forces; and all non-public property services, programs and operations including those public Alternative Service Delivery functions assigned to be executed under the non-public property framework.

Approved

  
\_\_\_\_\_  
The Hon. Harjit S. Sajjan, PC, OMM, MSM, CD, MP  
Minister of National Defence

21 Feb 17  
\_\_\_\_\_  
Date



**ANNEX B**  
**STATISTICAL REPORT ON**  
**THE *PRIVACY ACT***



## Statistical Report on the *Privacy Act*

Name of institution: Canadian Forces Morale and Welfare Services

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

### Section 1: Requests under the *Privacy Act*

#### 1.1 Number of requests

		Number of requests
Received during reporting period		79
Outstanding from previous reporting period		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		79
Closed during reporting period		78
Carried over to next reporting period		0
• Carried over within legislative timelines	1	
• Carried over beyond legislative timelines	0	

#### 1.2 Channels of requests

Channel	Number of Requests
Online	77
E-mail	1
Mail	1
In person	0
Phone	0
Fax	0
<b>Total</b>	79

## Section 2: Informal requests

### 2.1 Number of informal requests

		Number of requests
Received during reporting period		1
Outstanding from previous reporting period		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		1
Closed during reporting period		1
Carried over to next reporting period		0

### 2.2 Channels of informal requests

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

### 2.3 Completion time of informal 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	
0	1	0	0	0	0	0	1

### 2.4 Pages released informally

Less than 100 pages released		101-500 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
1	7	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	1	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	74	2	0	0	0	0	0	76
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	1	0	0	0	0	78

### 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	1
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	2	0	0	0	0

### 3.5 Complexity

#### 3.5.1 Relevant pages processed and disclosed for paper and e-records formats

Number of pages processed	Number of pages disclosed	Number of requests
3525	2250	2

#### 3.5.2 Relevant pages processed per disposition for paper and e-records formats 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 processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	2	3525	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
<b>Total</b>	0	0	0	0	0	0	2	3525	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 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
<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

#### 3.5.6 Relevant minutes processed per 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
<b>Total</b>	0	0	0	0	0	0

#### 3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	1	0	1
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	0	0	1	0	1

#### 3.6 Closed requests

##### 3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	77
Percentage of requests closed within legislated timelines (%)	98.71794872

### 3.7 Deemed refusals

#### 3.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal reason			
	Interference with operations / workload	External consultation	Internal consultation	Other
1	11	0	0	0

#### 3.7.2 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	1	1
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>	0	1	1

### 3.8 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 4: Disclosures under subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
1	0	0	1

### Section 5: Requests for correction of personal information and notations

Disposition for correction requests received	Number
Notations attached	0
Requests for correction accepted	0
<b>Total</b>	0

## Section 6: Extensions

### 6.1 Reasons for extensions and disposition of requests

Number of requests where an extension was taken	15(1)(a)(i) Interference with operations				15(1)(a)(ii) Consultation			15(1)(b) Translation purposes or conversion
	Further review to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet confidence Section 70	External	Internal	
2	0	1	0	0	0	1	0	0

### 6.2 Length of extensions

Disposition of requests where an extension was taken	15(1)(a)(i) Interference with operations				15(1)(a)(ii) Consultation			15(1)(b) Translation purposes or conversion
	Further review to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet confidence Section 70	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	1	0	0	0	1	0	0
31 days or greater								
<b>Total</b>	0	1	0	0	0	1	0	0

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

## 7.3 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	
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		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
<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		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
<b>Total</b>	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
1	0	0	0	1

## Section 10: Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)

### 10.1 Privacy Impact Assessments

Number of PIA completed	0
Number of PIA modified	0

### 10.2 Institution-specific and central personal information banks

Personal information banks	Active	Created	Terminated	Modified
Institution-specific	5	0	0	0
Central	0	0	0	0
<b>Total</b>	5	0	0	0

## Section 11: Privacy breaches

### 11.1 Material privacy breaches reported

Number of material privacy breaches reported to TBS	1
Number of material privacy breaches reported to OPC	1

### 11.2 Non-material privacy breaches

Number of non-material privacy breaches	2
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## Section 12: Resources Related to the *Privacy Act*

### 12.1 Allocated costs

Expenditures		Amount
Salaries		\$197,453
Overtime		\$0
Goods and Services		\$135
• Professional services contracts	\$0	
• Other	\$135	
<b>Total</b>		<b>\$197,588</b>

### 12.2 Human Resources

Resources	Person years dedicated to Access to Information activities
Full-time employees	1.075
Part-time and casual employees	0.190
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>1.265</b>

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



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

**Name of institution:** Canadian Forces Morale and Welfare Services

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

### Section 1: Open requests and complaints under the *Access to Information Act*

#### 1.1 Number of open requests that are outstanding from previous reporting periods.

Fiscal year open requests were received	Open requests that are within legislative timelines as of March 31, 2023	Open requests that are beyond legislative timelines as of March 31, 2023	Total
Received in 2023-2024	7	0	7
Received in 2022-2023	0	0	0
Received in 2021-2022	0	0	0
Received in 2020-2021	0	1	1
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 or earlier	0	0	0
<b>Total</b>	<b>7</b>	<b>1</b>	<b>8</b>

#### 1.2 Number of 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 2023-2024	0
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 or earlier	0
<b>Total</b>	<b>0</b>

## Section 2: Open requests and complaints under the *Privacy Act*

### 2.1 Number of open requests that are outstanding from previous reporting periods.

Fiscal year open requests were received	Open requests that are within legislative timelines as of March 31, 2023	Open requests that are beyond legislative timelines as of March 31, 2023	Total
Received in 2023-2024	1	0	1
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 or earlier	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>

### 2.2 Number of 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 2023-2024	1
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 or earlier	0
<b>Total</b>	<b>1</b>

## Section 3: Social Insurance Number (SIN)

Did your institution receive authority for new collection or new consistent use of the SIN in 2023-2024?	No
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## Section 4: Universal Access under the *Privacy Act*

How many requests were received from confirmed foreign nationals outside of Canada in 2023-2024	0
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