ANNUAL REPORT ON THE *PRIVACY ACT*

2025-2026

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

Canada

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1. Introduction

1.1 *The Privacy Act* (R.S.C., 1985, c. P-21)

The *Privacy Act*[1] (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 2025-2026, for Non-Public Property (NPP), and for the Staff of the Non-Public Funds, Canadian Forces.

1.2 Background of the Canadian Forces Morale and Welfare Services

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 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. The institution does not have any wholly owned subsidiaries.

1.3 Mandate of the Canadian Forces Morale and Welfare Services

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.

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.

[1] *Privacy Act* (Revised Statutes of Canada, 1985, Chapter P-21).

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) is responsible for fulfilling the provisions of the *Privacy Act* within CFMWS for NPP and the Staff of the Non-Public Funds, Canadian Forces. During the reporting period, the NM ATIP was the sole full-time employee in the ATIP Office. Additionally, the former NM ATIP, who left the organization in 2024, returned in a part-time capacity to support the program.

The NM ATIP reports to the Director, Corporate Services who, in turn, reports to the Chief Corporate Secretary. The NM ATIP administers the CFMWS ATIP Program, in accordance with the NPP ATIP delegation order and the provisions of the Act, Regulations, directives, policies and guidelines.

Each division, which serves as an office of primary interest (OPI), has a point of contact to facilitate processing requests. There are twelve (12) OPI representatives responsible for coordinating the retrieval of records, providing guidance about the ATIP process, and ensuring timely responses from their respective division.

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

3. Delegation Order

Under section 3 of the Act, the Minister is designated as the head of government institution. 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 Delegation 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 Delegation Order signed by the MND is attached at Annex A.

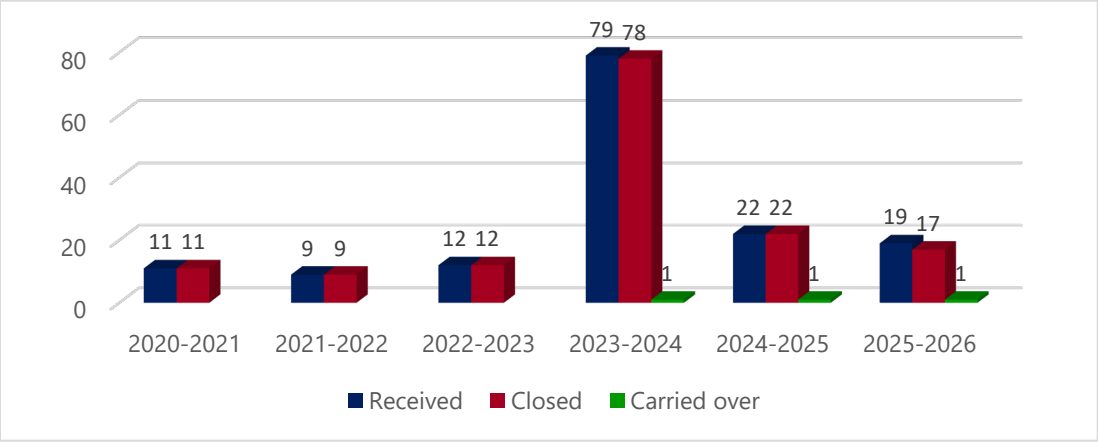
4. Performance

A key measure of performance under the *Privacy Act* is the percentage of requests closed within the legislated timelines, reflecting an institution's ability to deliver timely access to personal information. In 2025-2026, CFMWS closed fifteen (15) of seventeen (17) requests within the legislated timelines, representing an 88 percent compliance rate. The following section provides an overview of CFMWS' performance administering the *Privacy Act* for the fiscal year, as reflected in the 2025-2026 statistical report.

4.1 Formal Requests

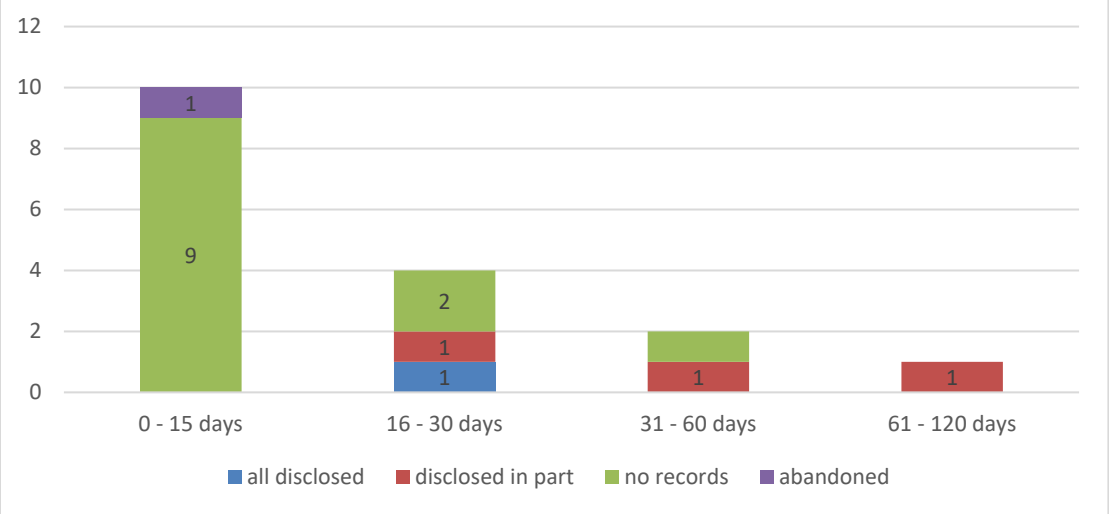
CFMWS had one (1) outstanding request from the previous fiscal year and received nineteen (19) new requests for personal information in 2025-2026. Chart I provides an overview of the volume of requests processed by CFMWS over the past six (6) fiscal years. The increase in volume is attributed to the adoption of the ATIP Online Request Service in December 2022. This trend has continued.

Chart I –Volume of privacy requests



CFMWS completed seventeen (17) out of twenty (20) requests that were active during the reporting period. Of the seventeen (17) completed requests, one was disclosed in full and three were disclosed in part. Chart II shows a break down of completed requests by completion times and disposition.

Chart II – Completion times and disposition

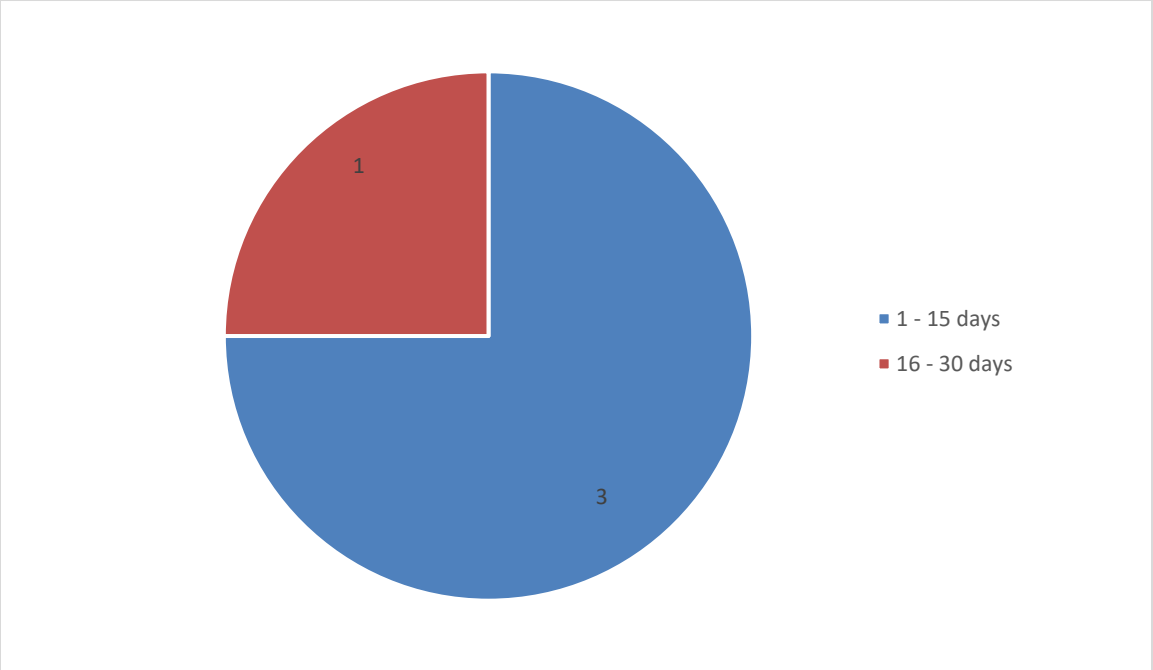


As of the last day of the reporting period, CFMWS had three (3) active requests, received in 2025-26, two of which were still within legislated timelines.

4.2 Extensions

CFMWS required an extension to the legislative time limit for four (4) requests during the reporting period. Two extensions were necessary to undertake consultations. The remaining extensions were necessary because the requests were for a large volume of pages and processing the requests within the original time limit would have caused unreasonable interference with operations. The following chart shows a breakdown of the length of extensions.

Chart III – Length of Extensions



4.3 Consultations

CFMWS did not receive any consultations from other institutions during the reporting period.

4.4 Complaints

During the reporting period, CFMWS received one (1) Notice of Intention to Investigate in the 2025-26 fiscal year pursuant to section 31. The complaint was subsequently resolved through early resolution and there were no outstanding complaints at the end of the reporting period.

5. Training and Awareness

During the fiscal year, NM ATIP provided privacy training on topics such as ATIP 101, privacy best practices, handling personal data, privacy considerations when contracting, privacy breaches, and personal information banks (PIBs) and privacy impact assessments (PIAs). In total, 149 participants received training. A formal briefing was delivered to the executive management board, outlining key changes to the Treasury Board Secretariat (TBS) *Directive on Privacy Practices*. NM ATIP also provided informal briefings and one-on-one training to managers and employees that administer programs or activities that involve personal information.

6. Policies and Procedures

CFMWS has the following privacy policies, which are available to all employees on the CFMWS intranet:

- *Policy on the Access to Information and Privacy (ATIP) Program*
- *Policy on Privacy Practices*
- *Privacy Breach Protocol*
- *Privacy Guidelines for Forms*

None of the privacy-specific policies were revised during the reporting period. However, the ATIP Program provided input on several other corporate policies, such as the *Standard on Cybersecurity Aspects of Privacy,* the *AI Acceptable Use Policy,* and the *Information Asset Protection Standard*.

There were no new collections or new consistent uses of Social Insurance Numbers in the 2025-26 fiscal year.

7. Initiatives and Projects to Improve Privacy

During the fiscal year, CFMWS consulted program officials across the institution to identify and describe personal information holdings. These consultations resulted in the registration of eight new institution-specific personal information banks (PIBs) and modifications to five existing PIBs. This initiative addressed new requirements under the TBS *Directive on Privacy Practices* and improved compliance with section 10 of the *Privacy Act*.

CFMWS continues to benefit from the custom instructions on the ATIP Online Request Service that were introduced by TBS ATIP Digital Services in 2023-24. The custom instructions have significantly reduced the number of misdirected requests for military service records that should have been submitted to the Department of National Defence or the Library and Archives of Canada.

8. Summary of Key Issues and Actions Taken on Complaints

There were no key issues identified or actions taken on complaints during the fiscal year.

9. Material Privacy Breaches

CFMWS did not have any material privacy breaches to report to the Office of the Privacy Commissioner or the Treasury Board of Canada Secretariat in the 2025-26 fiscal year.

10. Privacy Impact Assessments

CFMWS did not complete any Privacy Impact Assessments (PIA) during the reporting period.

11. Public Interest Disclosures

CFMWS did not make any disclosures pursuant to paragraph 8(2)(*m*) of the Act, and, as a result, there was no need to notify the Office of the Privacy Commissioner of Canada (OPC) pursuant to subsection 8(5) of the Act.

12. Monitoring Compliance

The time taken to process personal information requests is monitored by the NM ATIP and issues are reported to the Chief Corporate Secretary as required. In the 2025-2026 fiscal year, CFMWS attained an 88 percent compliance rate for responding to privacy requests within the legislated timelines, representing a 12 percent decrease from the previous fiscal year.

A privacy clause is included in the NPP General Conditions template to ensure privacy protections are in place. All other contracts, agreements, arrangements, and applications that involve personal information must be reviewed by the NM ATIP before implementation.

Annex A: Delegation 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