



Privacy Annual Report 2022-23

April 2022-March 2023



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1. Introduction

The *Privacy Act* (the Act) governs the privacy practices of federal government institutions including Canada Post Corporation (Canada Post or the Corporation). The Act regulates these institutions' collection, use and disclosure of personal information of individuals, including employees, and gives anyone in Canada the right to seek access to their personal information held by these institutions. Among other things, the Act requires that government institutions protect personal information against unauthorized collection, use and disclosure.

Canada Post is pleased to submit to Parliament its Annual Report related to the administration of the Act, prepared in accordance with section 72. Canada Post's financial year aligns with the calendar year and reporting is done annually. As required by the Treasury Board of Canada Secretariat (TBS), this report covers the period from April 1, 2022, to March 31, 2023.

1.1 Canada Post mandate

The Canada Post Group of Companies consists of the Canada Post segment and subsidiaries Purolator Holdings Ltd., SCI Group Inc. and Innovapost Inc. The Group of Companies employed more than 83,600 people (paid full-time and part-time employees, including temporary, casual and term employees) in 2022, including nearly 68,000 in the Canada Post segment. The Group of Companies delivered over 6.7 billion pieces of mail, parcels, and messages in 2022 to over 17 million addresses across Canada. The Canada Post segment operates the largest retail network in Canada with close to 5,900 post offices across the country. It has a mandate to securely serve every Canadian address while maintaining financial self-sustainability.

In 2022, digital solutions continued to disrupt our Transaction Mail and Direct Marketing businesses. Lettermail™ volumes have declined significantly and steadily for more than 15 years. Canada Post delivered 64% fewer pieces of mail per address in 2022 than in the peak year of 2006.

The parcel delivery gig economy has transformed over the past few years, resulting in increased competition on a global scale. The ecommerce market is expected to more than double in size over the next decade, while ecommerce merchants and consumers increasingly have higher expectations for speed, price and service. The needs of Canadians are changing significantly, and we are changing with them. Canadians expect Canada Post to be a social and environmental leader, to continue investing in innovative products and services that support small businesses relying heavily on Canada Post and to create a safe and healthy workplace for our employees. A transformation plan, *A Stronger Canada – Delivered*, is our commitment to Canadians.

™ Trademark of Canada Post Corporation.

By putting Canadians first, by building capacity and improving service, we're establishing the path to financial self-sustainability.

Canada Post's revenue is generated in a highly competitive market; its Parcels line of business earned 50% (nearly \$3.6 billion) of Canada Post revenue in 2022, compared to 22% in 2012.

1.2 Canada Post and the *Privacy Act*

Every day, Canada Post interacts with vast amounts of personal information of Canadians across the country. Canada Post's employees, customers and the public trust the Corporation to properly handle and protect this information and respect its obligations under the Act. Canada Post has consistently demonstrated strong compliance with the Act and continues to evolve its privacy practices to incorporate national and international best practices as well as guidance from its regulators.

At Canada Post, privacy is considered proactively, and privacy principles are built into the design and development of products, services, and programs including the use of innovative technologies by the lines of business and functional areas.

This commitment to privacy plays a critical role in Canada Post's ability to achieve its business and human resources objectives and maintain the high level of trust Canadians have in the Canada Post brand.

2. Organizational Structure

The Privacy Office is a part of the Corporate Compliance and Regulatory Affairs (CCRA) team within the Environment, Social and Governance (ESG) portfolio.

The Privacy Office is responsible for the administration of the Act and operational accountability for the privacy management program.

It also acts as a centre of excellence for privacy, data protection and anti-spam matters across the Corporation. It works closely with the lines of business and functional areas to ensure a proactive approach to privacy during the design and development of products, services, and programs, as well as in the implementation of projects.

The processing of access requests under the *Privacy Act* falls within the portfolio of the Access to Information and Privacy (ATI and Privacy) Directorate.

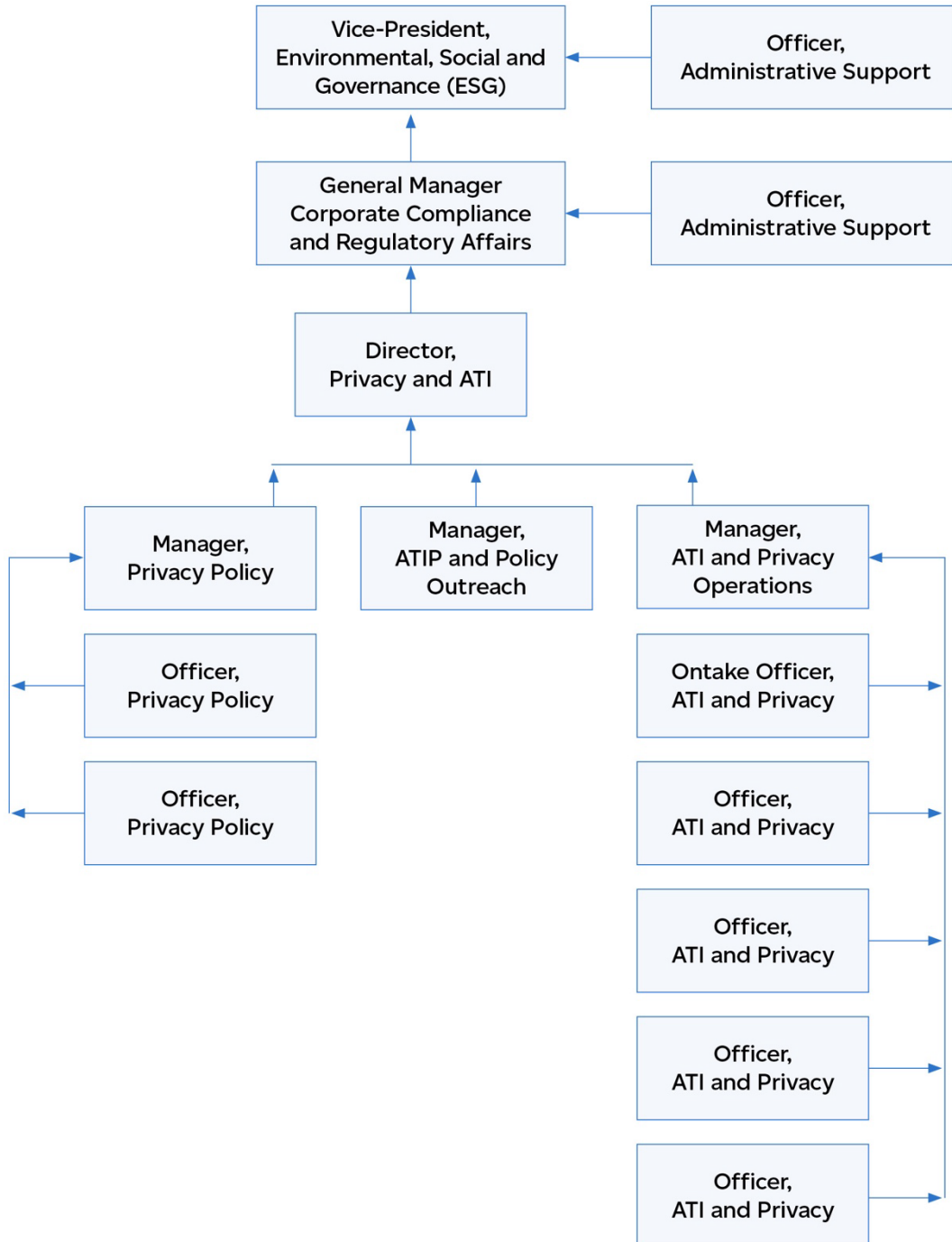
During the 2022-23 reporting period, the Privacy Office included two privacy officers reporting to the Manager of Privacy Policy. The ATI and Privacy Directorate included four ATIP officers and one intake officer reporting to the Manager of ATI and Privacy Operations and the Manager of ATI Policy and Outreach. All managers report to the Director of ATIP, who in turn, reports to the General Manager of CCRA, who also acts as Chief Privacy Officer. The Director acts as the ATI and Privacy Coordinator and point of contact for the Corporation in liaising with the TBS, the Office of the Privacy

Commissioner (OPC) of Canada, the Office of the Information Commissioner (OIC) of Canada and other government institutions.

In 2022-23, Canada Post was not party to any agreements under section 73.1 of the *Privacy Act*.

The chart below outlines our organizational structure as of March 31, 2023.

Corporate Compliance and Regulatory Affairs organizational chart



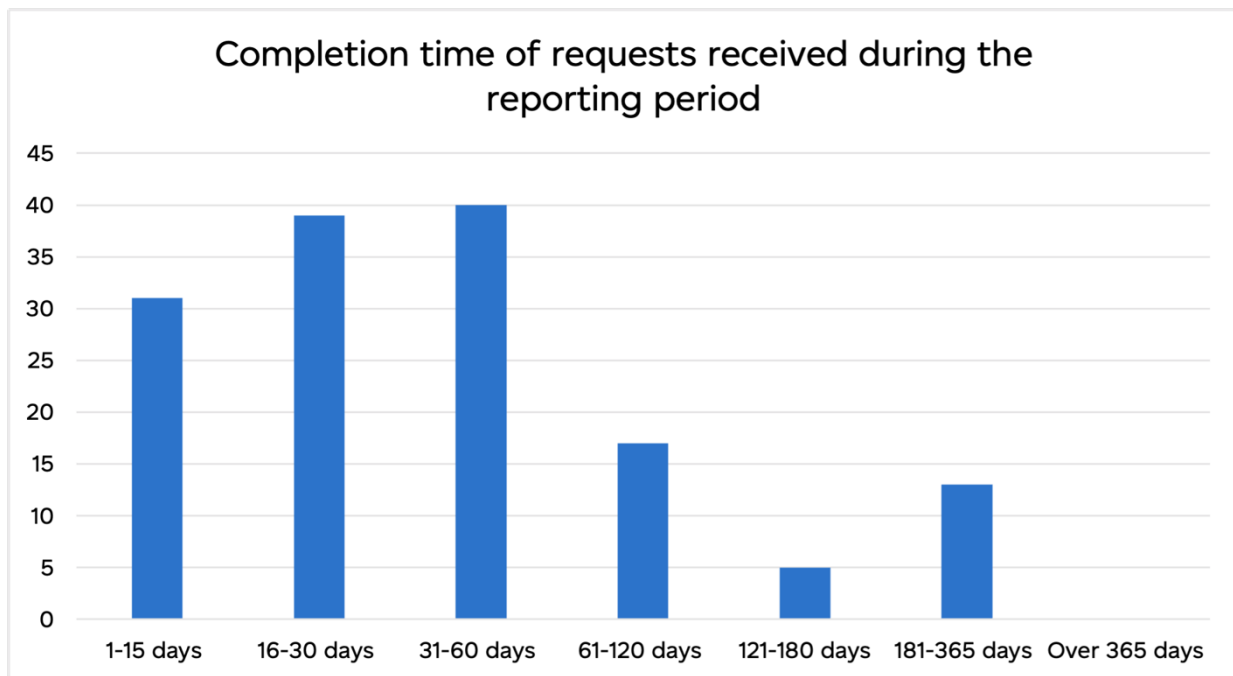
3. Delegation order

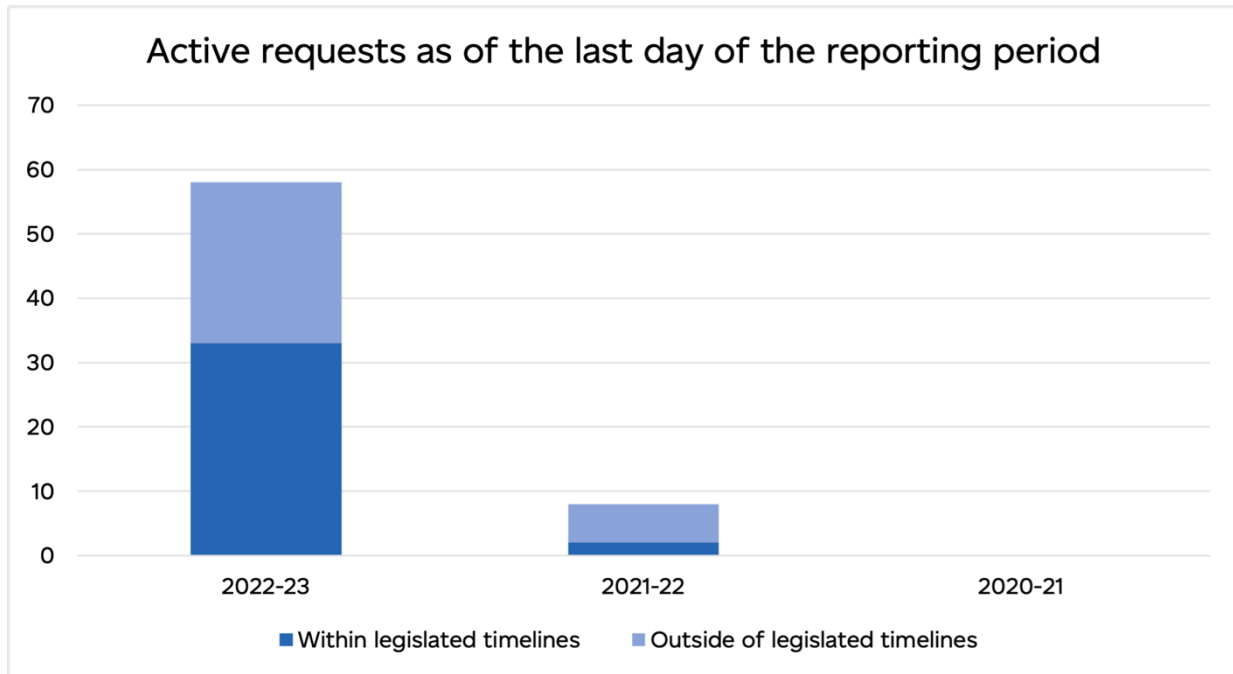
Pursuant to section 73 of the *Privacy Act*, the President and CEO’s authority has been delegated for the Corporation to meet key legislative requirements, while enabling efficiencies and managing risk at the appropriate levels in the Corporation. As required by the TBS, the delegation order is included in Appendix A.

4. Performance of the Privacy Program in 2022-23

4.1 Volume of requests

In 2022-23, Canada Post received 158 formal requests under the *Privacy Act*. As of March 31, 2023, 104 of these requests (72%) were closed within legislated timelines.



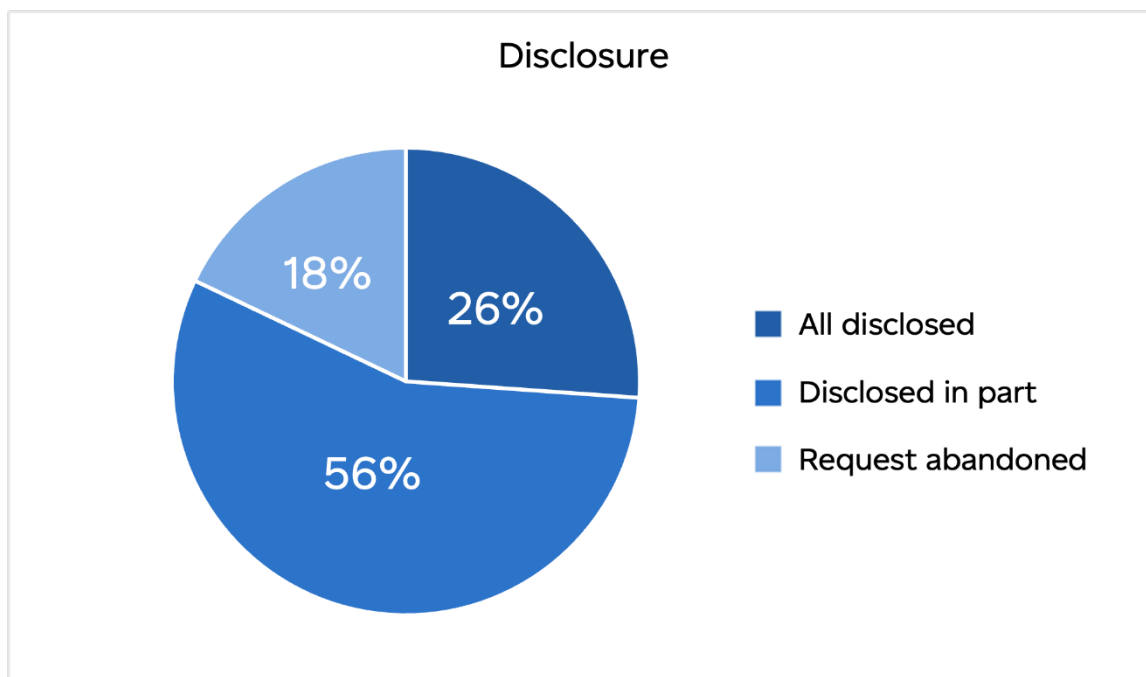


4.2 Extensions

In 2022-23, a total of 43 requests, which represents a total of 23% of the requests received by the ATIP Directorate during the reporting period, required a 30-day extension.

The majority (95%) of the extensions were required under section 15(a)(i) of the Act due to either a large volume of pages requiring review (32% of requests) or the ATIP Directorate needing to process a large volume of requests at the same time (68%). Two other extensions were required under section 15(a)(ii) of the Act in order to consult with internal stakeholders.

4.3 Disclosure



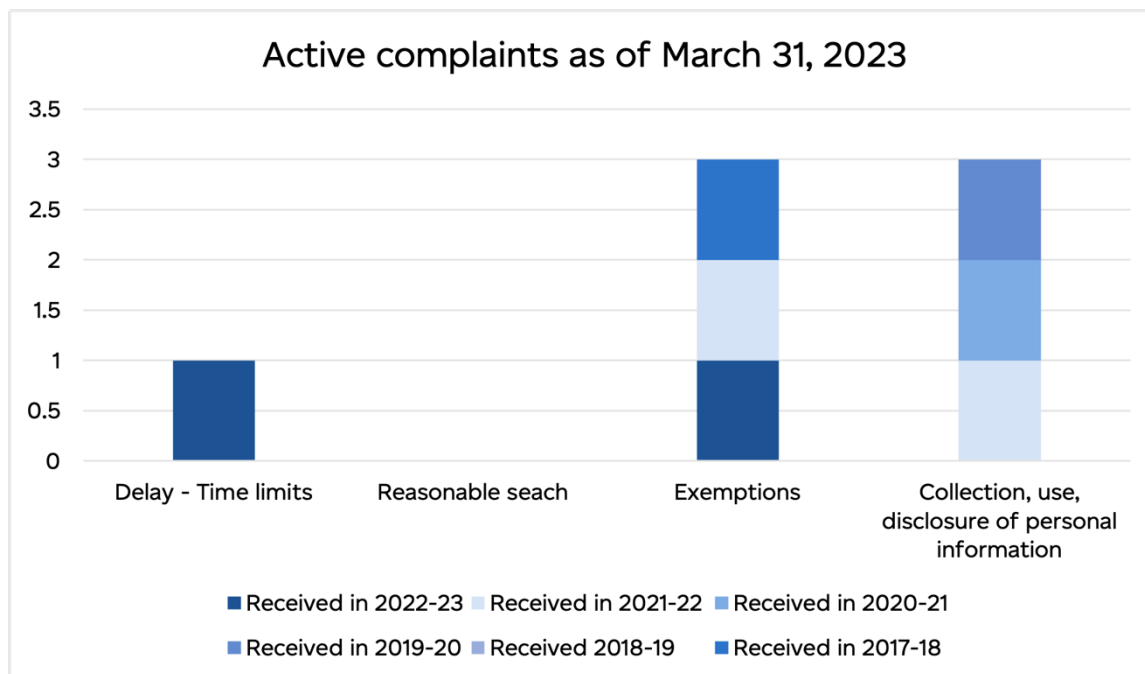
Most exemptions were made under two sections of the Act:

- Section 26, protecting personal information about another individual, was invoked in 74 access requests.
- Section 25, protecting the safety of individuals mentioned in the records.

The Act also allows for the disclosure of personal information without consent to investigative bodies listed in the regulations, under section 8(2)(e) of the Act. During the reporting period, the ATIP Directorate received 127 requests. For each of these, a comprehensive review was conducted to determine whether the information could be disclosed.

4.4 Complaints

In 2022-23, the OPC forwarded 13 privacy complaints to Canada Post. Seven of these complaints concerned the processing of access requests, and six complaints related to the protection of privacy, in the collection, use and disclosure of personal information.



4.5 COVID-19

The ATIP Directorate’s operations were not affected by COVID-19 during the reporting period.

Although at the beginning of the reporting period, the ATIP Directorate was still working entirely remotely, this did not affect its ability to fulfill its responsibilities under the Act. During that time, arrangements were made to ensure that, at least once a week, any request received by mail was picked up and responses to requests for which requesters required records in paper format were mailed out.

4.6 Personal information banks

The right of individuals to access and correct their personal information held in Canada Post’s personal information banks is included in the Corporation’s customer and employee privacy policies that are posted on the intranet site (Intrapost) and on the website at [canadapost.ca](https://www.canadapost.ca).

In 2022-23, no new personal information banks were created, terminated or modified. The most requested information was from the following personal information banks:

- employee personal file (career)
- employee personal file (benefits)
- employee personal file (payroll)
- employee health records
- employee supervisory records

5. Training and Awareness

The Privacy Office is committed to raising awareness and building knowledge of privacy throughout the Corporation. In 2022-23, the following training and awareness initiatives took place:

- All new employees in key internal groups that were considered high risk due to the amount and sensitivity of the employee or customer information they manage were required to take the privacy e-learning training module developed by the Privacy Office.
- Additional targeted training was delivered to some of these groups as follows:
 - A privacy awareness session was delivered to the Disability Management group
 - A privacy awareness session was delivered to a cross-functional group that included members of Human Resources, Learning and Development, Disability Management, Labour Relations, and Safety and Employee Relations.
 - Five privacy awareness sessions were delivered to the AccessHR group, a functional area responsible for processing and responding to employee and supervisor inquiries in relation to employee information and matters. All new employees within this group must undergo privacy training prior to starting in their role.
- The Chief Privacy Officer delivered privacy briefings to the senior executive team as part of onboarding new executives on their accountabilities under the Privacy Act and targeted, proactive risk management and mitigation. The focus was on trends in regulatory reform, key privacy complaints and impacts on Canada Post's business and workplace.

6. Policies, Guidelines and Procedures

In 2022-23, the Privacy Office completed testing its updated privacy breach management and response protocols to ensure alignment and clear articulation and delineation of relevant roles and responsibilities. These protocols have been incorporated into the Corporation's incident response process.

7. Initiatives and Projects to Improve Privacy

In 2022-23, the Privacy Office continued to collaborate with the relevant areas of business to develop and implement a key component of the Global Preferences project intended to improve customer experience and further empower Canadians with the ability and choice to express their preferences in the handling of their personal information by Canada Post. During the reporting period, the work focused on configuring and implementing a solution to help Canada Post manage cookies and other tracking preferences of its website visitors. In addition, Canada Post completed

configuration of a tool procured to assist in the automation of a multi-year project to develop an updated and comprehensive inventory of the Corporation's personal information holdings.

In 2022-23, the Privacy Office continued to provide support to the Corporation in the growth of existing financial products and services, and the development of new ones within its portfolio. As part of Canada Post's new corporate purpose, A Stronger Canada – Delivered, this work focuses on providing Canadians with access to fair and transparent money services and products and helping underserved communities meet their financial needs.

In 2022-23, key advice and operational support was provided in the following areas:

- Innovative postal services:
 - digitization of some aspects of the mail delivery
 - best-in-class delivery experience
 - next generation retail point-of-sale system
 - next generation technical platforms that affect multiple business processes, going above and beyond stand-alone process and technology improvements and focusing on enhancing the end-to-end experience for customers and employees
 - next generation ID verification practices online and at post offices
- Direct marketing and privacy regimes in Canada and around the globe, including the United States and the European Union:
 - use of third-party data for marketing
- Commercial partnerships and vendor risk management:
 - support for, and participation in, negotiations of privacy protection clauses in agreements with vendors and commercial customers
 - privacy compliance audits by major commercial customers
- Employee personal information:
 - use of employee personal information for various corporate research and forecasting activities, as well as employee engagement initiatives
- Sharing employee information with bargaining agents, ownership and control of personal information:
 - third-party service providers administering personal information of Canada Post employees.

8. Summary of Key Issues and Actions Taken on Complaints

8.1 Access to personal information complaints

More than half of the complaints pertaining to access to personal information complaints were related to requests that were not addressed within legislated timelines. They were resolved at early stages of the complaint process.

One of the complaints pertained to the application of specific exemptions to records pertaining to a whistleblowing complaint made by the requester. After careful review, the ATIP Directorate released further information to the requester. This presented a learning opportunity for the team regarding the application and the interpretation of section 22.3 of the Act (disclosure of personal information created for the purpose of making a disclosure under the *Public Servants Disclosure Protection Act* or in the course of an investigation into a disclosure under that Act).

8.2 Collection, use and disclosure complaints

Three complaints were successfully resolved through the OPC's early resolution process. The issues raised in these complaints included employee information erroneously sent to another employee and Canada Post's direct marketing activities.

In another complaint, an employee, who had submitted a whistleblowing complaint through the third-party platform used by Canada Post to receive such complaints, took issue with the fact that the platform shared their identity and the details of the complaint with the Corporation's functional area responsible for investigating these complaints. The OPC investigated and closed this complaint as not well founded.

One complaint was closed by the OPC as well founded but conditionally resolved. At issue were forms to be completed by employees requesting medical accommodation under the corporate mandatory vaccination policy. In this case, the forms that contained the name and address of one employee were erroneously mailed to another employee. After discovering the error, the Corporation immediately conducted an investigation, took necessary corrective action and introduced measures to prevent a recurrence of the error.

The one remaining complaint pertained to a photograph of an employee's workstation taken and used by another employee for performance management purposes. Canada Post provided its representation to the OPC. This complaint remains active pending the OPC's findings.

9. Material Privacy Breaches

In 2022-23, Canada Post experienced two material privacy breaches.

In one of the two breaches, through a combination of administrative errors, a T4 pension statement intended for a retired employee was mailed to an unknown recipient.

After learning about the error, the Privacy Office contacted the resident at the address to which the statement was mailed and successfully recovered the intact and unopened envelope containing the statement. This envelope was then mailed to the retired employee along with a letter of apology.

In the other breach, a threat actor obtained unauthorized access to a few employee accounts through an external employee portal. After discovering the breach, access to the portal was immediately shut down to contain the threat and the data within it secured. Based on the findings of the investigation into the root cause of this incident, corrective actions were taken and enhanced security safeguards were implemented to prevent a recurrence.

10. Privacy Impact Assessments and Risk Assessments

The Canada Post Privacy Office conducts risk assessments and formal privacy impact assessments (PIAs) to identify and mitigate risks to privacy interests, which may be present in new or existing corporate programs or initiatives. The Privacy Office also participates in the agile program management process providing risk assessments and advice through the development of Canada Post products and services.

During the reporting period, no PIAs were completed by Canada Post.

11. Public Interest Disclosures

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

12. Monitoring Compliance

To strengthen accountability and assist Canada Post in meeting its legislative requirements, the ATI and Privacy Directorate developed a variety of measures to monitor and evaluate the performance of responding to access requests under the *Privacy Act*. In 2022-23, the ATI and Privacy Directorate:

- conducted monthly reviews of privacy access requests
- produced and monitored monthly scorecards to measure the following criteria against objectives set for the year:
 - the percentage of active privacy requests processed on time

- the percentage of privacy requests completed on time
- produced a monthly privacy report
- provided regular briefings on key files to senior executives and the Board of Directors
- monitored access request processing for quality with a focus on the following:
 - timeliness of input and processing
 - appropriateness of exemptions
 - consistency of redaction

13. Conclusion

In 2022-23, Canada Post remained steadfast in transforming itself and its business to better meet the needs of Canadians and otherwise deliver a stronger Canada. To this end, Canada Post dedicated significant resources and attention to moving record-high ecommerce parcel volumes through its network while striving to meet the needs of its commercial customers and consumers. Another big step taken by the Corporation on this transformation journey is the ongoing growth and expansion of its financial services portfolio to improve their access for all Canadians, particularly those in rural, remote and Indigenous communities.

This transformation means increasingly complex business models, strategic partnerships with other government institutions and private-sector organizations, and greater use of new technologies to deliver services. The success of these innovations and initiatives quite often depends on the ability to use employee and customer data along with new technologies. There's also the ever-present need to ensure this data is collected and used in a responsible manner that ensures adequate protection of the privacy interests of Canadians. The Canada Post Privacy Office will continue to be a key enabler and partner for business in supporting its transformative goals, while ensuring they are achieved without compromising the privacy interests of the people Canada Post proudly serves.

Appendix A – Delegation Order

Canada Post Corporation Delegation Order

The President and Chief Executive Officer of the Canada Post Corporation, Doug Ettinger, on this 23 day of Sept. 2022, pursuant to section 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto to exercise the powers and perform the duties and functions of the President and Chief Executive Officer, the Head of the Institution, for the purposes of the *Privacy Act* as set out hereto in the schedule below.

Delegation of Powers, Duties or Functions Pursuant to Section 73(1) of the Privacy Act

		Delegation Order					
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President, Corporate Affairs and Sustainability	General Manager and Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
8(2)(j)	May disclose PI for research purposes	X	X	X		X	
8(2)(m)	May disclose PI in the public interest or in the interest of the individual	X	X	X	X		
8(4)	To retain copies of requests received under 8(2)(e)	X	X	X	X	X	
8(5)	To notify the Privacy Commissioner of disclosures under 8(2)(m)	X	X	X	X		
9(1)	To retain record of PI use/disclosures not included in InfoSource	X	X	X	X	X	
9(4)	Shall notify OPC of disclosure of use consistent with Consistent uses	X	X	X	X	X	
10	Shall cause PI to be included in personal information banks	X	X	X	X	X	

		Delegation Order					
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President, Corporate Affairs and Sustainability	General Manager and Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
14	Notice where access requested: Shall notify applicant within 30 days after receipt of request whether access is to be given or not and to provide access to PI	X	X	X	X	X	
15	May extend time limits and notify applicant	X	X	X	X	X	
17(2)(b)	Language of access: to determine the necessity for translation	X	X	X	X	X	
17(3)(b)	May provide access to personal information in alternative format	X	X	X	X	X	

Exemption Provisions of the *Privacy Act*

		Delegation Order					
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President, Corporate Affairs and Sustainability	General Manager and Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
18(2)	Exemption (exempt bank) – May refuse disclosure of any PI contained in a personal information bank	X	X	X	X		
19(1)	Exemption – To refuse disclosure of PI obtained in confidence from other governments	X	X	X	X		
19(2)	Exemption – May disclose PI where authorized to disclose	X	X	X	X		
20	Exemption – May refuse disclosure of PI where it could be injurious to Federal-provincial relations	X	X	X	X		
21	Exemption – May refuse disclosure of PI where it could be injurious to conduct of international affairs and defence	X	X	X	X		

		Delegation Order					
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President, Corporate Affairs and Sustainability	General Manager and Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
22(1)(2)	Exemption – Law enforcement and investigation: (1) May refuse to disclose PI in course of investigations (2) To refuse to disclose PI compiled by RCMP where GoC has refused to release	X	X	X	X		
22.3	Exemption – <i>Public Servants Disclosure Protection Act</i>	X	X	X	X		
23	Exemption – May refuse to disclose PI that could reveal the identity of a confidential security clearance source	X	X	X	X		
24	Exemption – May refuse to disclose PI re individuals sentenced for an offence	X	X	X	X		
25	Exemption – May refuse to disclose PI if it threatens the safety of individuals	X	X	X	X		
26	Exemption – May refuse to disclose PI about another individual and shall refuse to disclose PI under section 8	X	X	X	X		
27¹	Exemption – May refuse to disclose PI subject to Solicitor-client privilege	X	X	X	X		
28²	Exemption – May refuse to disclose PI relating to health of individual where contrary to best interests	X	X	X	X		

¹ In consultation with Legal

² In consultation with a qualified medical professional

Other Provisions of the Privacy Act

		Delegation Order					
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President, Corporate Affairs and Sustainability	General Manager and Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
31	Notice of intention to investigate by the Office of the Privacy Commissioner	X	X	X	X		
33(2)	Right to make re presentation: May make representations to the Commissioner	X	X	X	X		
35(1)(2)	Findings and recommendations of Privacy Commissioner (complaints) received and notice given to Commissioner of any action or proposed action to be taken on recommendations	X	X	X	X		
35(4)	May notify the Commissioner that access to be given	X	X	X	X		
36(3)	Review of Exempt Banks: Report of findings and recommendations (exempt banks)	X	X	X	X		
37(3)	Review of Compliance with sections 4 to 8: Report of findings and recommendations by Privacy Commissioner	X	X	X	X		
51(2)(b)	May request special rules for hearings	X	X	X	X		
51(3)	May request Ex parte representations	X	X	X	X		
72(1)	Shall prepare an Annual Report to Parliament	X	X	X			

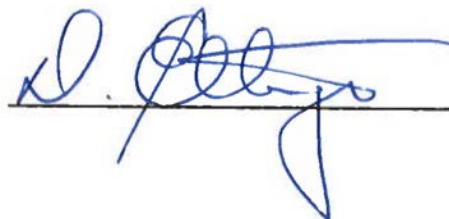
Delegation of Powers, Duties or Functions Pursuant to the Privacy Act Regulations

		Delegation Order					
Section	Power, Duties or Functions	Chief Executive Officer	Senior Vice President, Corporate Affairs and Sustainability	General Manager and Chief Privacy Officer (CPO)	Director, Access to Information and Privacy	Manager, Access to Information and Privacy	Officer, Access to Information and Privacy
9	To provide reasonable facilities and time provided to examine personal information	X	X	X	X	X	
11(2)	To provide notification that correction to personal information has been made	X	X	X	X	X	
11(4)	To provide notification that correction to personal information has been refused	X	X	X	X	X	
13(1)	Disclosure of personal information relating physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requester	X	X	X	X		
14	Disclosure of personal information relating to physical or mental health may be made to a requester in the presence of a qualified medical practitioner or psychologist	X	X	X	X		

The Director, Access to Information and Privacy is also authorized to make decisions under sections 8(1) and 8(2)(a) to (i), (k) and (l) of the *Privacy Act*.

The Director, Access to Information and Privacy, the Manager, Access to Information and Privacy, and the Manager, Privacy Policy are authorized to designate in writing a member of their staff to act on their behalf in case of absence or unavailability.

DATED, at the City of Ottawa, this 23 day of Sept., 2022



- Doug Ettinger, President and CEO, Canada Post Corporation

Appendix B – Canada Post Corporation Wholly Owned Subsidiaries

1. Introduction

The information contained in this report relates to the administration of the *Privacy Act* at the following wholly owned subsidiaries of the Corporation from April 1, 2022, to March 31, 2022.

2. Activities

2.1 2875039 Canada Limited

As a holding company, 2875039 Canada Limited does not employ staff, but elects a director who is also the president and secretary of the company.

2875039 Canada Limited was incorporated on December 4, 1992, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation and holds interests in Purolator Holdings Ltd.

2.2 2875047 Canada Limited

As a holding company, 2875047 Canada Limited does not employ staff, but elects a director who is also the president and secretary of the company.

2875047 Canada Limited was incorporated on December 4, 1992, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation. It is currently inactive.

2.3 3906949 Canada Inc.

As a holding company, 3906949 Canada Inc. does not employ staff, but elects a director who is also the president and secretary of the company.

3906949 Canada Inc. was incorporated on June 15, 2001, under the *Canada Business Corporations Act*. The company is a wholly owned subsidiary of Canada Post Corporation and holds interests in SCI Group Inc.

Appendix C – Treasury Board of Canada Secretariat Statistical Report



Government of Canada
Gouvernement du Canada

Statistical Report on the *Privacy Act*

Name of institution: _____ Canada Post Corporation _____

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

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests

		Number of Requests
Received during reporting period		158
Outstanding from previous reporting period		51
• Outstanding from previous reporting period	51	
• Outstanding from more than one reporting period	0	
Total		209
Closed during reporting period		143
Carried over to next reporting period		64
• Carried over within legislated timeline	54	
• Carried over beyond legislated timeline	10	

1.2 Channels of requests

Source	Number of Requests
Online	36
E-mail	96
Mail	15
In person	0
Phone	0
Fax	11
Total	158



Section 2: Informal requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		827
Outstanding from previous reporting periods		168
• Outstanding from previous reporting period	168	
• Outstanding from more than one reporting period	0	
Total		995
Closed during reporting period		845
Carried over to next reporting period		150

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	760
Mail	25
In person	0
Phone	0
Fax	42
Total	827

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
302	129	83	80	50	188	13	845

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
693	6459	112	27726	35	25729	5	7181	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	5	14	13	2	0	0	0	34
Disclosed in part	4	17	25	13	4	12	0	75
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	6	1	2	1	1	0	11
Request abandoned	22	2	1	0	0	0	0	25
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	31	39	40	17	5	13	0	145

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	7
19(1)(e)	0	22(2)	0	26	64
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	109	0	0	0	1

3.5 Complexity

3.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
20499	20499	134

3.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	33	147	1	136	0	0	0	0	0	0
Disclosed in part	36	1016	29	6222	9	5666	0	0	1	7201
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	24	0	1	111	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	93	1163	31	6469	9	5666	0	0	1	7201

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	1	0	0	0	1
Disclosed in part	2	1	0	0	3
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	3	1	0	0	4

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	104
Percentage of requests closed within legislated timelines (%)	71.72413793

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
41	16	0	1	24

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 Timelines Where an Extension Was Taken	Total
1 to 15 days	7	3	10
16 to 30 days	3	1	4
31 to 60 days	5	2	7
61 to 120 days	3	3	6
121 to 180 days	2	4	6
181 to 365 days	4	4	8
More than 365 days	0	0	0
Total	24	17	41

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
127	0	0	127

Section 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
Total	0

Section 6: Extensions

6.1 Reasons for extensions

Number of requests where an extension was taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
43	0	13	28	0	0	0	2	0

6.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	13	28	0	0	0	2	0
31 days or greater								0
Total	0	13	28	0	0	0	2	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
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over to the next reporting period	0	0	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	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
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
Total	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							
	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
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 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
Total	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
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
14	1	10	0	25

Section 10: Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

10.1 Privacy Impact Assessments

Number of PIA(s) 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	36	0	0	0
Central	15	0	0	0
Total	51	0	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

Number of material privacy breaches reported to the TBS	2
Number of material privacy breaches reported to the OPC	2

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	25
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Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures	Amount
Salaries	\$458,000
Overtime	\$0
Goods and Services	\$143,198
• Professional services contracts	\$112,972
• Other	\$30,226
Total	\$601,198

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	5.100
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.663
Students	0.670
Total	6.433

Note: Enter values to three decimal places.

Appendix D – Supplemental Statistical Report on the Access to Information Act and Privacy Act



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

Name of institution: Canada Post Corporation

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

Section 1: Capacity to Receive Requests

1.1 Enter the number of weeks your institution was able to receive ATI and Privacy 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	52

Section 2: Capacity to Process Records

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 Within Legislated Timelines as of March 31, 2022	Open Requests that are Beyond Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	5	12	17
Received in 2020-2021	0	0	0
Received in 2019-2020	0	2	2
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 or earlier	0	0	0
Total	5	14	19

3.2 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 2021-2022	7
Received in 2020-2021	3
Received in 2019-2020	4
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	14

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, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2022-2023	51	7	58
Received in 2021-2022	3	5	8
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
Total	54	12	66

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	2
Received in 2021-2022	2
Received in 2020-2021	1
Received in 2019-2020	1
Received in 2018-2019	0
Received in 2017-2018	1
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	7

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use of the SIN in 2021-2022?	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
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