



Veterans Review and
Appeal Board Canada

Tribunal des anciens combattants
(révision et appel) Canada

Report on the Administration of the *Privacy Act 2021-2022*



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as represented by the Minister of Veterans Affairs and Associate Minister of National Defence, 2022

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Message from the Chair



On behalf of the Veterans Review and Appeal Board (VRAB or the Board), I am pleased to present the 2021-22 annual report to Parliament on the administration of the *Access to Information Act*.

This legislation gives Canadian citizens the right to access information in records held by the Government of Canada. It exists to protect the rights of individuals and to promote accountability and dialogue between citizens and their government.

In 2021-22, the Board's Access to Information and Privacy (ATIP) Unit saw a substantial increase in the complexity of requests received as well as the volume of information retrieved.

Additionally, much work was done to ensure the Board's ATIP processes were updated and standardized, resulting in a more efficient process overall. This work included participation in TBS activities as well as in-depth analysis of our processes and how they align with the Board's own values.

I am proud of the Board's ATIP unit who completed this work while continuing to operate remotely due to the COVID-19 pandemic.

The principles of transparency, openness and accessibility continue to guide the Board's ATIP Unit. We remain committed to protecting individual rights and developing our capacity in matters of access to information and privacy.

Sincerely,



Christopher J. McNeil

Chairperson

Introduction

The *Privacy Act* protects the privacy of individuals with respect to personal information held by a government institution and provides individuals with a right of access to that information.

This *Act* also protects against unauthorized disclosure of that personal information. In addition, it strictly controls how the government will collect, use, disclose, and dispose of any personal information.

Section 72 of the *Privacy Act* requires that the Head of every government institution prepare an Annual Report on the Administration of the *Privacy Act* for submission to Parliament during each fiscal year.

Mandate

The Veterans Review and Appeal Board has full and exclusive jurisdiction to hear, determine and deal with all applications for review and appeal that may be made to the Board under the *Pension Act*, the *Veterans Well-being Act - Part 3*, the *War Veterans Allowance Act* and other Acts of Parliament. The *Veterans Review and Appeal Board Act* authorizes all matters related to appeals under this legislation.

This Board also adjudicates duty-related pension applications under the authority of the *Royal Canadian Mounted Police Pension Continuation Act* and the *Royal Canadian Mounted Police Superannuation Act*.

Organizational Structure

The Board's Access to Information and Privacy (ATIP) positions include a Deputy Coordinator, a Coordinator, and Senior ATIP Officer. The Board has full responsibility for the administration of the *Access to Information Act*. The ATIP unit is under the Director, Strategic and Corporate Services, who acts on behalf of the Chairperson of the Board to oversee the administration of the *Access to Information Act*.

Duties of the ATIP unit include:

- Process requests for information submitted under the *Access to Information Act* in accordance with the legislation, regulations, and Treasury Board of Canada Secretariat (TBS) policies, guidelines, and directives.
- Provide VRAB managers and staff with advice and guidance regarding the interpretation and application of the *Access to Information Act* and related TBS policies, guidelines, and directives.
- Develop policies, procedures, and guidelines for the administration of the *Act* and related TBS policies, guidelines, and directives.
- Coordinate the resolution of any complaints against the VRAB made to the Information Commissioner under the *Access to Information Act*.
- Respond to consultations from other government institutions on access to information requests.
- Promote awareness to ensure employees understand their roles and responsibilities and the Board fulfills its obligations under the *Act*.
- Respond to Parliamentary written questions on access to information.
- Support the VRAB's commitment to openness and transparency through proactive disclosures, informal releases of information and publishing the summaries of completed access to information requests to the Open Government portal.
- Review contracts with third parties using TBS guidance documents.
- Update the VRAB's Information about Programs and Information Holdings (formerly known as Info Source) chapter on the VRAB website in accordance with the TBS directive.
- Prepare the Annual report to Parliament and the Annual Statistical Report on the Administration of the *Access to Information Act*.

Delegation Order

In September 2021, the Chair of the Veterans Review and Appeal Board delegated his authority for the purposes of the Act. [Annex 1](#) is a copy of the signed delegation instrument that took effect September 1, 2021.

Performance 2021-2022

Formal Privacy Requests

The Statistical Report supports oversight, accountability, and transparency by providing data on the performance of the Government of Canada's Access to Information program. The following section provides a summary of the highlights of the Statistical Report [Annex 2](#) on the Administration of the *Privacy Act* for the period of April 1, 2021 to March 31, 2022.

The VRAB ATIP unit ("the unit") had the full ability to receive ATI requests through the online portal, by email, by facsimile, or by mail. The unit received 29 formal privacy requests and 25 informal privacy requests during the reporting year.

We have seen an increase of 38% in the number of formal privacy request received in 2021-22 from the previous year.

The following chart shows the trends over the past five years of the number of formal privacy requests completed by fiscal year.

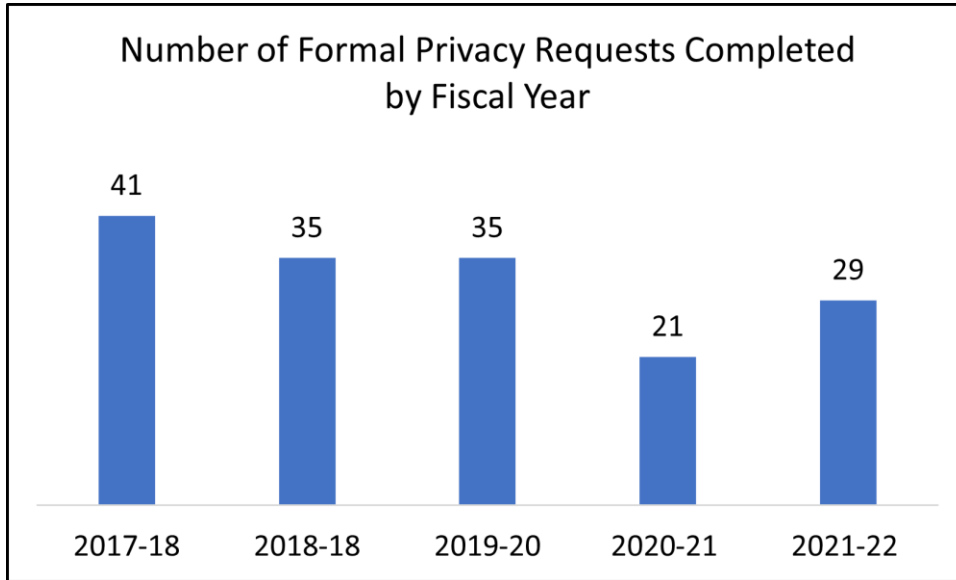


Figure 1 – Chart of Number of Formal Privacy Requests over the past five fiscal years

Fiscal Year	Number of Formal Privacy Requests Completed
2017-18	41
2018-19	35
2019-20	35
2020-21	21
2021-22	29

Table 1 – Number of Formal Privacy Requests over the past five fiscal years

During the reporting period, the ATIP unit processed a total of 2,948 pages and disclosed 2,652 pages. This represents a an increase of 4% of pages processed from the previous year.

The following table provides an overview of relevant pages processed and disclosed over the last four years:

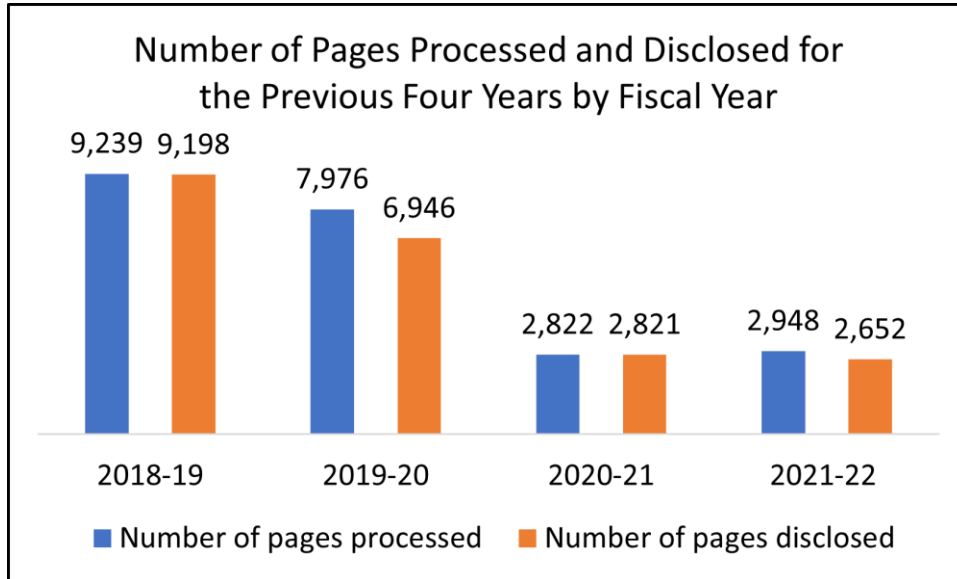


Figure 2 – Chart of Number of Pages Processed and Disclosed over the past four fiscal years

Fiscal Year	Number of pages processed	Number of pages disclosed
2018-19	9,239	9,198
2019-20	7,976	6,946
2020-21	2,822	2,821
2021-22	2,948	2,652

Table 2 – Number of Pages Processed and Disclosed over the past four fiscal years

All formal requests for personal information were completed within the legislated timeline of 30 days. 15 of 29 (51%) of the request were completed in 1 to 15 days. 14 of 29 of the requests were completed in 16 to 30 days.

The following chart shows the number of completed requests broken down by completion time

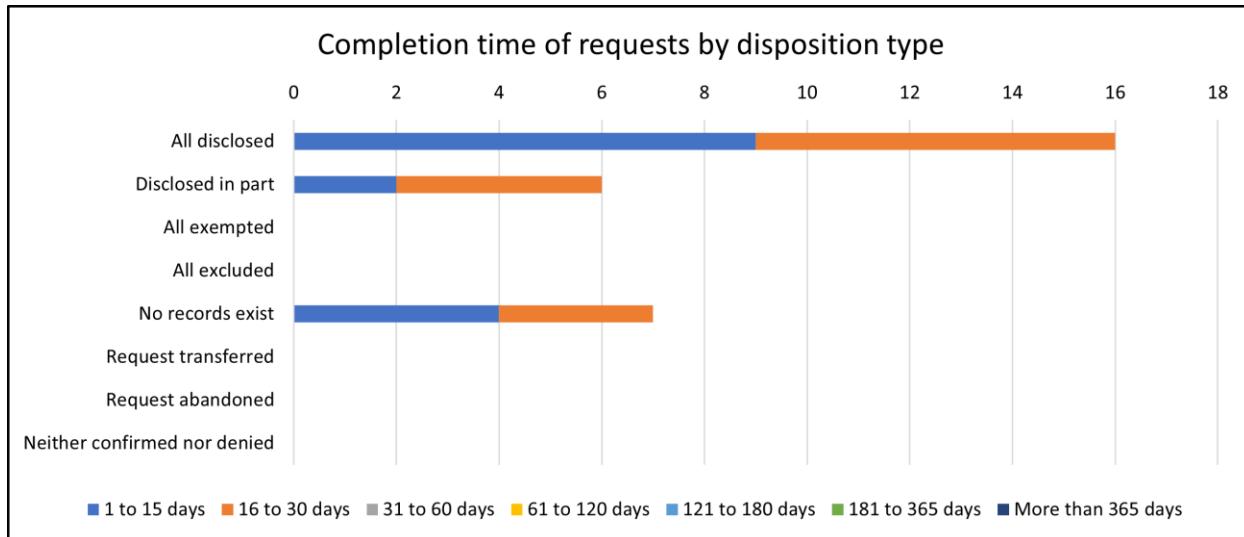


Figure 3 – Chart of Completion time of requests by disposition type

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	9	7	0	0	0	0	0	11
Disclosed in part	2	4	0	0	0	0	0	11
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	4	3	0	0	0	0	0	7
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	15	14	0	0	0	0	0	29

Table 3 – Number of Completion time of requests by disposition type

All requests received in 2021-22 were completed within the same reporting year. VRAB has no outstanding request. No requests were carried over.

The following charts are an overview of requests received, outstanding, closed and carried over for the past five fiscal years.

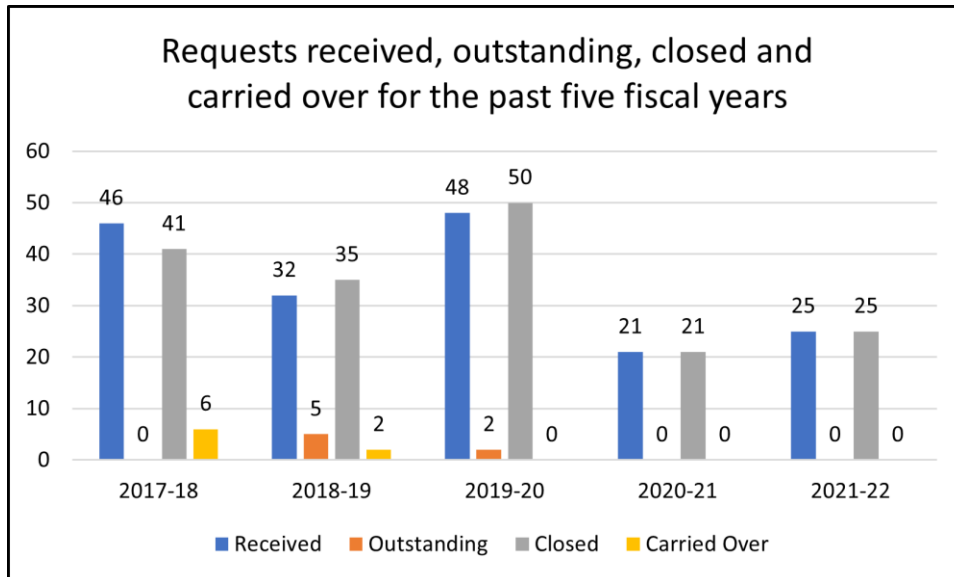


Figure 4 – Chart of Requests received, outstanding, closed and carried over for the past five fiscal years

	2017-18	2018-19	2019-20	2020-21	2021-22
Received	46	32	48	21	25
Outstanding	0	5	2	0	0
Closed	41	35	50	21	25
Carried Over	6	2	0	0	0

Table 4 – Number of Requests received, outstanding, closed and carried over for the past five fiscal years

VRAB ATIP received five requests for hearing records in 2021-22. All recordings were released in full for a total of 143 minutes disclosed.

Informal Privacy Request

An informal privacy request is a request for records which does not invoke the right of access provided by the *Privacy Act*. There is no statutory deadline within which ATIP must respond to the request. There is no right of complaint. ATIP can withhold information without explanation.

The ATIP unit has started tracking informal privacy requests in 2021-22. These represent a significant number of requests received by the Board. We received 25 informal requests for personal information from our clients.

Our level of service to our clients is important to us. We do our best to respond to informal requests in a timely fashion. 24 of 25 requests (96%) had a response time between 1 to 15 days. 1 of 25 (4%) had a response time between 16 to 30 days.

The number total pages released informally in 2021-22 was 2,659. Fifteen responses to requests had less than 100 pages. 10 responses to requests had between 100 and 500 pages.

Deemed Refusal

Deemed refusal is when a government institution fails to give access to any personal information requested within the time limits set out in the *Act*. During the reporting period, VRAB met all statutory deadlines.

Exemptions

An exemption is a provision under the *Privacy Act* that authorizes the Head of the institution or delegate to refuse to disclose records in response to a privacy request.

Subjection 26, information about another individual, was applied in 6 requests.

Exclusions

Pursuant to sections 69 and 70 of the *Privacy Act*, the *Act* does not apply to:

- library or museum material preserved solely for public reference;
- material placed in the Library and Archives of Canada;
- personal information that is publicly available; or
- confidences of the Queen's Privy Council.

No exclusions were cited during the 2021-22 reporting period.

Format of information releases

VRAB takes into account privacy, confidentiality and security when providing information. Responses are provided to requesters in the desired format.

- 2 responses were provided in paper format
- 22 responses were provided in PDF format on CD
- 5 audio recordings were provided on CD

Training and Awareness

There are many changes taking place in Access to Information and Privacy across the Government of Canada. There are a number of initiatives underway relating to open government, data strategies, digital standards, and new technological solutions.

In 2021-22, training and awareness activities were paused in order to conduct a fulsome review of our materials in order to update and standardize the information according to developing TBS standards and guidelines to resume training and awareness during the upcoming fiscal year.

Policies, Guidelines, Procedures, and Initiatives

VRAB is actively engaged in Treasury Board Secretariat ATIP community events reviewing and updating procedures of requests for personal information and privacy incidents to ensure that our processes align with evolving policies and directives from Treasury Board.

Complaints, Audits, and Reviews

A requester can file a complaint with the Office of Privacy Commissioner for a number of reasons. These can include:

- a delay in responding to a request
- an incomplete response
- missing information
- exemptions or exclusions invoked

VRAB did not receive any complaints nor were there any audits or investigations concluded during the reporting period.

Impact of COVID-19 related measures

During 2021-22, the VRAB continued to equip employees and members for remote work. The Board had full capacity to receive ATI requests and retrieve relevant electronic information. Accessing the workplace by special request following strict COVID-19 protocols was possible to obtain paper documents and prepare packages for release and mailouts.

There was a brief period when working remotely caused processing delays due to the availability of high-quality internet. IT services put in place a workaround for the issue.

There were no major changes required for the continuance of ATIP services.

Monitoring Compliance

The VRAB ATIP unit monitors all requests for information in Access Pro Case Management (APCM) which is an automated case tracking reporting system. The Senior ATIP Officer monitors all requests received in the ATIP unit. They provide the coordinator a weekly status on:

- the number of requests received;
- the number of pages processed;
- the number of files closed;
- and if any requests require consultation.

Two new monthly reports, including new visual graphs, were prepared and are now provided to senior management at the beginning of each month. The first report is workload related to ATIP requests. The second report provides trends by Fiscal Year over a period of five years.

Material Privacy Breaches

A material privacy breach occurs when personal information under the control of an institution is lost, divulged error or accessed without authorization. The level of risk to the affected individual(s) is expected to cause serious injury or harm:

- physical or mental;
- socially;
- loss of reputation; or
- financially

The Board has no material breaches to report for 2021-22.

Privacy Impact Assessments

Institutions conduct a privacy impact assessment (PIA) before implementing a new program, policy, or service. An evaluation is completed to reduce the risk of a privacy breach by analysing how personal information will be collected, stored, shared, retained, and disposed. A PIA helps us protect the privacy of individuals, and promote transparency and accountability.

The Board did not conduct any new PIAs in 2021-22.

Public interest disclosures

A public interest disclosure is the act of making information readily accessible and available to all interested individuals and institutions.

Federal government institutions are required to report when personal information is disclosed without the consent of an individual under subsection 8(2)(m) of the *Privacy Act*. The disclosure of personal information without consent can occur when public interest outweighs the invasion of privacy.

The Board did not release any personal information citing subsection 8(2)(m) of the *Privacy Act* in 2021-22.

Privacy operating costs

The cost for resources related to the *Privacy Act* include salaries, goods and services, software for tracking and reporting on requests, and training for ATIP staff. The cost for resources related to the *Privacy Act* includes salaries, goods and services, software for tracking and reporting on requests, and training for ATIP staff. The total cost of operating the program for 2021-22 is \$5,364.

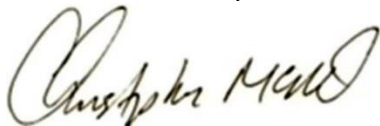
Annex 1 - 2021 Delegation Order – Access to Information Act and Privacy Act

The Chairperson, Veterans Review and Appeal Board, pursuant to Section 73 of the *Access to Information Act* and section 73 of the *Privacy Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Chairperson as the head of the Veterans Review and Appeal Board, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Schedule

Position	<i>Access to Information Act</i> and Regulations	<i>Privacy Act</i> and Regulations
Director General	Full authority	Full authority
ATIP Coordinator	Full authority	Full authority
ATIP Deputy Coordinator	Full authority	Full authority
Senior ATIP Officer	Sections of the Act: 4(2.1), 7(a), 7(b), 8(1), 9, 11(2)(3)(4)(5)(6), 12(2)(b), 12(3)(b), 13, 16, 17, 19, 20, 21, 22, 22.1, 23, 24, 25, 26. Sections of the Regulations: 6(1), 7(2), 7(3)	Sections of the Act: 14(a), 14(b), 15, 17(2)(b), 17(3)(b), 18(2), 19, 22, 23, 24, 25, 26, 27, 28. Sections of the Regulations: 9, 11(2), 11(4)

Dated, at the City of Charlottetown, this first day of September, 2021.



Christopher J. McNeil

Chairperson, Veterans Review and Appeal Board

Annex 2 - Statistical Report on the *Privacy Act*

TBS/SCT 350-62

Name of institution:

Veterans Review and Appeal Board

Reporting period:

From: April 1, 2021

To: March 31, 2022

1. Requests under the Privacy Act

1.1. Number of requests

		Number of requests
Received during reporting period		29
Outstanding from previous reporting period		0
• Outstanding from the previous reporting period	0	
• Outstanding for more than one reporting period	0	
Total		29
Closed during reporting period		29
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

1.2. Channels of requests

Channel	Number of Requests
Online	21
E-Mail	8
Mail	0
In person	0
Phone	0
Fax	0
Total	29

2. Informal requests

2.1. Number of informal requests

		Number of requests
Received during reporting period		25
Outstanding from previous reporting period		0
Outstanding from the previous reporting period	0	
Outstanding for more than one reporting period	0	
Total		25
Closed during reporting period		25
Carried over to next reporting period		0

2.2. Channels of informal requests

Channel	Number of Requests
Online	0
E-Mail	25
Mail	0
In person	0
Phone	0
Fax	0
Total	25

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
24	1	0	0	0	0	0	25

2.4. Pages released informally

Less than 100 pages released		101 to 500 pages released		501 to 1000 pages released	
Number of requests	Pages released	Number of requests	Pages released	Number of requests	Pages released
15	354	10	2,305	0	0

1001 to 5000 pages released		More than 5000 pages released	
Number of requests	Pages released	Number of requests	Pages released
0	0	0	0

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	9	7	0	0	0	0	0	16
Disclosed in part	2	4	0	0	0	0	0	6
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	4	3	0	0	0	0	0	7
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	15	14	0	0	0	0	0	29

3.2. Exemptions

Section	Number of Requests
18(2)	0
19(1)(a)	0
19(1)(b)	0
19(1)(c)	0
19(1)(d)	0
19(1)(e)	0
19(1)(f)	0
20	0
21	0
21(1)(a)(i)	0
21(1)(a)(ii)	0
21(1)(a)(iii)	0
22(1)(b)	0
22(1)(c)	0
22(2)	0
22.1	0
22.2	0
22.3	0
22.4	0
23(a)	0
23(b)	0
24(a)	0
24(b)	0
25	0
26	6
27	0
27.1	0
28	0

3.3. Exclusions

Section	Number of Requests
69(1)(a)	0
69(1)(b)	0
69.1	0
70(1)	0
70(1)(a)	0
70(1)(b)	0
70(1)(c)	0
70(1)(d)	0
70(1)(e)	0
70(1)(f)	0
70.1	0

3.4. Format of information released

Paper	Electronic				Other
	E-Record	Data Set	Video	Audio	
2	22	0	0	5	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
2,676	2,652	22

3.5.2. Relevant pages processed per request disposition for paper and e-record formats by size of requests

Disposition	Less Than 100 Pages Processed		101 to 500 Pages Processed		501 to 1000 Pages Processed	
	Number of requests	Pages processed	Number of requests	Pages processed	Number of requests	Pages processed
All disclosed	11	265	5	1,597	0	0
Disclosed in part	3	103	3	711	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	14	368	8	2,308	0	0

Disposition	1001 to 5000 Pages Processed		More than 5000 Pages Processed	
	Number of requests	Pages processed	Number of requests	Pages processed
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	0	0	0

3.5.3. Relevant minutes processed and disclosed audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
143	143	5

3.5.4. Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 to 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	5	143	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	5	143	0	0	0	0

3.5.5. Relevant minutes processed and disclosed 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 to 120 Minutes Processed		More Than 120 Minutes Processed	
	Number of requests	Minutes processed	Number of requests	Minutes processed	Number of requests	Minutes processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.7. Other Complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	0	0	0

3.6. Closed Requests

3.6.1. Requests closed within legislated timelines

Number of requests closed within legislated timelines	29
Percentage of requests closed within legislated timelines (%)	100.00%

3.7. Deemed Refusals

3.7.1. Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations / Workload	External consultation	Internal consultation	Other
0	0	0	0	0

3.7.2. Requests closed beyond legislated timelines (including any extensions taken)

Number of days past legislated timelines	Number of days past legislated timelines where no extension was taken	Number of days past legislated timelines where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

3.8. Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

4. Disclosures Under Subsections 8(2) and 8(5)

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

5. Requests for Corrections of Personal Information and Notations

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

6. Extensions

6.1. Reasons for extensions

15(a)(i) Interference with Operations				
Number of requests where an extension was taken	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain
0	0	0	0	0

15(a)(ii) Consultation				15(b) Translation purposes or conversions
Number of requests where an extension was taken	Cabinet Confidence (Section 70)	External	Internal	
0	0	0	0	0

6.2. Length of Extensions

15(a)(i) Interference with Operations				
Length of Extensions	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
31 days or greater	0	0	0	0
Total	0	0	0	0

15(a)(ii) Consultation				
Length of Extensions	Cabinet Confidence (Section 70)	External	Internal	15(b) Translation purposes or conversions
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
31 days or greater	0	0	0	0
Total	0	0	0	0

7. Consultations Received from Other Institutions and Organizations

7.1. Consultations received from other Government of Canada institutions and 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 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	
Disclosed entirely	0	0	0	0	0	0	0	0
Disclosed 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 organization outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 days	16 to 30 days	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days	
Disclosed entirely	0	0	0	0	0	0	0	0
Disclosed 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

8. Completion Time of Consultations on Cabinet Confidences

8.1. Requests with Legal Services

Number of Days	Less Than 100 Pages Processed		101 to 500 Pages Processed		501 to 1000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15 days	0	0	0	0	0	0
16 to 30 days	0	0	0	0	0	0
31 to 60 days	0	0	0	0	0	0
61 to 120 days	0	0	0	0	0	0
121 to 180 days	0	0	0	0	0	0
181 to 365 days	0	0	0	0	0	0
365 days or more	0	0	0	0	0	0
Total	0	0	0	0	0	0

Number of Days	1001 to 5000 Pages Processed		More than 5000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

8.2. Requests to the Privy Council

Number of Days	Less Than 100 Pages Processed		101 to 500 Pages Processed		501 to 1000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15 days	0	0	0	0	0	0
16 to 30 days	0	0	0	0	0	0
31 to 60 days	0	0	0	0	0	0
61 to 120 days	0	0	0	0	0	0
121 to 180 days	0	0	0	0	0	0
181 to 365 days	0	0	0	0	0	0
365 days or more	0	0	0	0	0	0
Total	0	0	0	0	0	0

Number of Days	1001 to 5000 Pages Processed		More than 5000 Pages Processed	
	Number of requests	Pages disclosed	Number of requests	Pages disclosed
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

9. Complaints and Investigation Notices Received

9.1. Investigations

Section 31	Section 33	Section 35	Court Action	Total
0	0	0	0	0

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

10.1. Privacy Impact Assessments

Number of PIA's completed	0
Number of PIA's modified	0

10.2. Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	2	0	0	0
Central	0	0	0	0
Total	2	0	0	0

11. Privacy Breaches

11.1. Material Privacy Breaches reported

Number of material privacy breaches reported to TBS	0
Number of material privacy breaches reported to OPC	0

11.2. Non-Material Privacy Breaches reported

Number of non-material privacy breaches	22
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12. Resources Related to the *Privacy Act*

12.1. Allocated Costs

Expenditures		Amount
Salaries		3,032
Overtime		\$0
Goods and services		\$2,332
<ul style="list-style-type: none"> Professional service contracts 	\$0	
Outstanding for more than one reporting period		\$2,332
Total		\$5,364

12.2. Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.034
Part-time casual employees	0
Regional staff	0
Consultants and agency personnel	0
Students	0
Total	0.034

Note: Enter values to three decimal places.

Annex 3 - Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution:

Veterans Review and Appeal Board

Reporting period:

From: April 1, 2021

To: March 31, 2022

1. Capacity to Receive Requests under the Access to Information Act and the Privacy Act

Enter the number of weeks your institution was able to receive ATIP requests through the different channels

	Number of Weeks
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

2. Capacity to Process Records under the Access to Information Act and the Privacy Act

2.1. Enter the number of weeks your institution was able to process paper records in different classification levels

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	4	48	52
Protected B Paper Records	0	4	48	52
Secret and Top-Secret Paper Records	0	4	48	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	4	48	52
Protected B Electronic Records	0	4	48	52
Secret and Top-Secret Electronic Records	0	4	48	52

3. Open Requests and Complaints under the Access to Information Act

3.1. Enter the number of open requests that are outstanding from the 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 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 or earlier	0	0	0
Total	0	0	0

3.2. Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from the previous reporting periods

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	2
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	2

4. Open Requests and Complaints under the Privacy Act

4.1. Enter the number of open requests that are outstanding from the 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 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 or earlier	0	0	0
Total	0	0	0

4.2. Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from the previous reporting periods

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
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 or earlier	0
Total	0

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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