

Statistics Reported in the 2020-2021 Annual Report

	FOIPOP, MGA & PRO OPENED	PHIA OPENED	TOTAL OPENED	FOIPOP, MGA & PRO CLOSED	PHIA CLOSED	TOTAL CLOSED
Access and Correction Requests for Review						
Reviews	199	3	202	114	4	118
Privacy Complaints						
Privacy Complaints received	5	10	15	3	2	5
Commissioner own-motion	0	4	4	0	3	3
Files Initiated by Public Bodies						
Breach reports	11	4	15	14	4	18
Privacy impact assessments	4	0	4	5	0	5
Access and privacy consultations	65	46	111	64	45	109
Time extension requests	228	1	229	228	1	229
Late transfer requests	4	0	4	4	0	4
Disclosures without consent to researcher		21	21		21	21
Breaches with no potential for harm or embarrassment		755	755		755	755
Prescribed entity's information practices		0	0		0	0
Outreach and Education						
Inquiries	762	117	879	759	117	876
Media requests	18	7	25	18	7	25
Speaking engagements	26	6	32	33	9	42
Public Education (new)	0	0	0	0	0	0
Staff training and conferences	8	0	8	8	0	8
Tools made available	14	2	16	6	1	7
Committees	7	1	8	10	1	11
Projects	11	1	12	12	2	14
Other	9	5	14	10	6	16
Total	1371	983	2354	1288	978	2266

Detailed Statistics – Year to Year Comparison

Additional information to assist with interpreting and using the statistics below:

- All charts are for the Freedom of Information and Protection of Privacy Act [FOIPOP], the Municipal Government Act [MGA], the Privacy Review Officer Act [PRO], and the Personal Health Information Act [PHIA], unless otherwise noted.
- PHIA came into force June 1, 2013.
- The Information and Privacy Commissioner cannot accept privacy complaints or investigate privacy breaches under the MGA.
- In 2015, the OIPC got a case file management system making statistics easier to compile and more accurate.
- We have attempted to organize the charts below to match the format included in the Annual Report (above).
- Unless specified, “public body” refers to all organizations covered by the Freedom of Information and Protection of Privacy Act, the Municipal Government Act, the Privacy Review Officer Act, and the Personal Health Information Act.

Requests for Review and Privacy Complaints

Opened Files

Access Reviews

2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
107	112	106	132	152	177	184	213	169	202

Access Reviews – By Issue¹

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Refusal to Disclose/severing	41	47	59	69	61	76	68	91	71	79
Search	21	14	12	19	29	36	45	41	26	48
Third party	18	14	9	6	4	20	20	16	9	16
Deemed refusal	7	9	11	16	28	17	20	24	23	34
Fee/waiver	7	4	4	6	9	13	9	17	16	5
Response	5	10	2	2	11	2	8	7	1	2
Jurisdiction	2	2	1	1	7	3	2	1	5	1
Time extension	2	9	4	10	1	8	8	5	7	9
Correction	0	1	2	3	1	2	3	6	6	3
Other	4	2	2	0	1	0	1	5	5	5
Total	107	112	106	132	152	177	184	213	169	202

Access Reviews – By Applicant Group

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Individuals	72	86	82	97	114	134	143	172	134	163
Media	7	10	4	11	15	23	21	24	10	9
Political	3	1	6	10	3	2	3	2	6	14
Businesses	25	15	14	14	17	16	17	14	16	15
Government	0	0	0	0	3	2	0	1	3	1
Total	107	112	106	132	152	177	184	213	169	202

Issue Highlighted: Search Reviews

2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
21	14	12	19	29	36	45	41	26	48

Issue Highlighted: Deemed Refusal Reviews

2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
7	9	11	16	28	17	20	24	23	34

¹ A separate review file is opened for each issue identified by the applicant.

Privacy Investigations

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Complaints received	7	10	2	4	8	7	10	16	13	15
OIPC initiated	0	0	3	6	6	9	6	6	5	4
	7	10	5	10	14	16	16	22	18	19

Privacy Investigations – By Issue²

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Disclosure	5	9	2	2	11	15	8	15	10	15
Use (access)	2	1	2	3	2	1	5	3	0	2
Collection	0	0	1	3	2	1	1	3	0	0
Security	0	0	0	4	2	7	4	8	6	2
Other	0	0	0	0	0	0	1	0	4	1
Total	7	10	5	12	17	24	19	29	20	20

Closed Files

Access Reviews

2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
86	58	75	139	163	155	152	140	134	118

Privacy Investigations

2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
3	8	2	15	19	19	10	20	19	8

Outcome for Access Reviews and Privacy Investigations Closed

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Report	13	8	10	16	13	19	14	28	13	10
Mediation	0	0	0	1	0	0	0	3	0	0
Informal resolution	54	39	47	82	127	125	128	107	103	78
Withdrawn	11	3	8	21	10	14	9	7	5	26
Abandoned	4	4	7	25	7	7	3	3	22	3
Screened	7	12	5	9	25	9	8	12	10	9
Total	89	66	77	154	182	174	162	160	153	126

Summary of Commissioner's Findings When an Access Review Report was issued³

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Agree	0	0	2	6	0	2	2	1	0	0
Agree in part	1	0	0	3	6	3	2	3	3	3
Disagree	6	4	6	8	6	9	2	9	4	6
Total	7	4	8	17	12	14	6	13	7	9

² Privacy investigations may have more than one issue. For example, a security issue could lead to a disclosure of personal information.

³ As reported on our website, which is a summary of the overall conclusions of the Commissioner. Starting in 2017-2018 we started assessing each individual recommendation for reporting in the Annual Report.

Responses to Commissioner's Access Review Report Recommendations⁴

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Accept	3	2	4	11	6	8	3	3	1	3
Accept in part	3	2	4	2	6	4	2	7	2	2
Reject	1	0	0	4	0	2	1	3	4	4
Total	7	4	8	17	12	14	6	13	7	9

Files Initiated by Public Bodies & Custodians
Major Privacy Breaches Voluntarily Reported (not PHIA s. 70 – reported separately)

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
FOIPOP	0	0	0	0	4	3	2	8	7	11
PHIA	0	0	0	0	1	3	1	2	3	4
Total	0	0	0	0	5	6	3	10	10	15

Privacy Impact Assessments

2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
0	0	0	0	2	0	1	5	9	4

Consultation requests

2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
3	12	15	13	88	117	114	174	181	111

Time Extension Requests⁵

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Approved	23	48	56	62	33	41	58	122	182	211
Not approved	0	0	0	0	8	11	7	8	24	16
Withdrawn	0	0	0	0	5	1	0	1	0	2
Total	23	48	56	62	46	53	65	131	206	229

Late Transfer Requests⁶

2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
0	0	1	1	0	1	4	8	3	4

Disclosures to Researchers Without Consent Reported, under s. 57 of PHIA

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
0	204	60	103	96	108	0	21

Minor Privacy Breaches Reported, under s. 70 of PHIA

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
10	158	591	712	934	865	855	755

⁴ As reported on our website, which is a summary of the overall response from the public body/municipality. Starting in 2017-2018 we started assessing each individual response to each recommendation for reporting in the Annual Report.

⁵ Prior to 2015, it was the OIPC's practice to accept what was provided in time extension requests at face value and approve the extension. An investigation would only be done if an applicant complained. Since 2015 each request has been assessed and it is either approved or not approved based on the information provided in the request. In some cases, the requestor has withdrawn their request for extension prior to a decision being made to approve or not.

⁶ To date, it has been the OIPC's practice to accept what was provided in late transfer requests at face value and approve the extension as it is in the applicant's best interests. An investigation would only be done if an applicant complained.

Education and Outreach

Education and Outreach Opened

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Inquires	1852	1866	2059	1800	1392	1293	1097	1297	1032	876
Media requests	Not tracked [NT]	NT	NT	NT	25	38	39	93	39	25
Speaking engagements	5	11	8	45	68	86	47	54	55	32
Staff training	10	9	7	8	8	1	3	8	8	8
Tools created	0	10	27	5	19	12	16	10	14	16
Committees	3	6	3	2	8	11	7	7	10	8
Projects	NT	NT	NT	NT	18	18	25	23	16	12
Other	NT	NT	NT	NT	1	12	28	30	14	14
Total	1870	1902	2104	1860	1539	1471	1262	1522	1188	991

Inquiries Received by Topic⁷

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Review request process	751	532	794	558	240	157	159	167	153	162
Access request process	331	252	331	450	503	527	446	447	374	277
Privacy	228	170	159	108	143	247	241	359	280	265
Health/PHIA	NA	NA	77	108	105	76	41	39	18	12
Federal legislation	34	28	19	72	62	40	29	40	25	11
Other	508	884	679	504	339	246	181	245	182	152
Total	1852	1866	2059	1800	1392	1293	1097	1297	1032	879

Office Operations

Budget History

2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
522,000	543,000	560,000	565,000	593,000	603,000	683,000	707,000	715,000	947,000

Staffing History

	2011	2012	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
FTEs	6	6	6	6	6	6	7	7	7	9
Agency ⁸	0	1	1	1	1	1	1	1	1	0
Total	6	7	7	7	7	7	8	8	8	9

⁷ Prior to 2015, the OIPC tracked all calls taken by staff, in some cases, this resulted in the same call (if it was transferred) being logged twice. Now each call is only logged once, even if more than one staff member speaks to the caller.

⁸ Between 2012 and 2020, we hired a full-time temporary agency employee to address our staffing needs. In 2020-2021 we were provided an FTE to create a permanent position.