

Statistics Reported in the 2023-2024 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	242	5	247	132	6	138
Privacy Complaints						
Privacy Complaints received	123	16	139	28	3	31
Commissioner own-motion	4	1	5	2	1	3
Files Initiated by Public Bodies						
Breach reports	8	5	13	8	7	15
Privacy impact assessments	1	0	1	0	0	0
Access and privacy consultations	51	28	79	51	28	79
Time extension requests	147	0	147	148	0	148
Late transfer requests	3	0	3	3	0	3
Disclosures without consent to researcher		0	0		0	0
Breaches with no potential for harm or embarrassment		842	842		842	842
Prescribed entity's information practices		0	0		0	0
Outreach and Education						
Inquiries	1316	129	1445	1315	128	1443
Media requests	34	1	35	33	1	34
Speaking engagements	32	4	36	31	4	35
Public Education (new)	1	0	1	1	0	1
Staff training and conferences	17	0	17	16	0	16
Tools made available	4	2	6	5	2	7
Committees	7	2	9	7	2	9
Projects	6	0	6	7	0	7
Other	12	1	13	11	2	13
Total	2008	1036	3044	1798	1026	2824

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

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
106	132	152	177	184	213	169	202	229	148	247

Access Reviews – By Issue¹

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Refusal to Disclose/severing	59	69	61	76	68	91	71	79	73	57	90
Search	12	19	29	36	45	41	26	48	51	29	42
Third party	9	6	4	20	20	16	9	16	28	12	7
Deemed refusal	11	16	28	17	20	24	23	34	25	17	60
Fee/waiver	4	6	9	13	9	17	16	5	15	9	22
Response	2	2	11	2	8	7	1	2	4	2	4
Jurisdiction	1	1	7	3	2	1	5	1	17	3	5
Time extension	4	10	1	8	8	5	7	9	11	11	9
Correction	2	3	1	2	3	6	6	3	2	4	2
Other	2	0	1	0	1	5	5	5	3	4	6
Total	106	132	152	177	184	213	169	202	229	148	247

Access Reviews – By Applicant Group

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Individuals	82	97	114	134	143	172	134	163	189	128	207
Media	4	11	15	23	21	24	10	9	10	9	17
Political	6	10	3	2	3	2	6	14	3	0	5
Businesses	14	14	17	16	17	14	16	15	26	11	16
Government	0	0	3	2	0	1	3	1	1	0	2
Total	106	132	152	177	184	213	169	202	229	148	247

Issue Highlighted: Search Reviews

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
12	19	29	36	45	41	26	48	51	29	42

Issue Highlighted: Deemed Refusal Reviews

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
11	16	28	17	20	24	23	34	25	17	60

Privacy Investigations

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Complaints received	2	4	8	7	10	16	13	15	13	18	139
OIPC initiated	3	6	6	9	6	6	5	4	4	2	5
Total	5	10	14	16	16	22	18	19	17	20	144

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

Privacy Investigations – By Issue²

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Disclosure	2	2	11	15	8	15	10	15	13	10	15
Use (access)	2	3	2	1	5	3	0	2	3	4	5
Collection	1	3	2	1	1	3	0	0	3	2	5
Security	0	4	2	7	4	8	6	2	2	4	129
Other	0	0	0	0	1	0	4	1	3	3	0
Total	5	12	17	24	19	29	20	20	24	23	154

Closed Files

Access Reviews

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
75	139	163	155	152	140	134	118	167	200	138

Privacy Investigations

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
2	15	19	19	10	20	19	8	14	15	34

Outcome for Access Reviews and Privacy Investigations Closed

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Report	10	16	13	19	14	28	13	10	22	15	21
Mediation	0	1	0	0	0	3	0	0	0	0	0
Informal resolution	47	82	127	125	128	107	103	78	95	136	90
Withdrawn	8	21	10	14	9	7	5	26	33	38	17
Abandoned	7	25	7	7	3	3	22	3	14	20	24
Screened	5	9	25	9	8	12	10	9	17	6	20
Total	77	154	182	174	162	160	153	126	181	215	172

Access Reviews and Privacy Complaint files Carried Forward Into the Next Year (aka The Backlog)

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
209	183	198	220	258	333	367	461	525	479	700

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

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Agree	2	6	0	2	2	1	0	0	5	3	4
Agree in part	0	3	6	3	2	3	3	3	4	3	8
Disagree	6	8	6	9	2	9	4	6	12	5	8
Total	8	17	12	14	6	13	7	9	21	11	20

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

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Accept	4	11	6	8	3	3	1	3	15	6	15
Accept in part	4	2	6	4	2	7	2	2	1	1	4
Reject	0	4	0	2	1	3	4	4	5	4	1
Total	8	17	12	14	6	13	7	9	21	11	20

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

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
FOIPOP	0	0	4	3	2	8	7	11	3	4	8
PHIA	0	0	1	3	1	2	3	4	5	3	5
Total	0	0	5	6	3	10	10	15	8	7	13

Privacy Impact Assessments

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
0	0	2	0	1	5	9	4	1	2	0

Consultation requests

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
15	13	88	117	114	174	181	111	86	84	81

Time Extension Requests⁵

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Approved	56	62	33	41	58	122	182	211	217	163	111
Not approved	0	0	8	11	7	8	24	16	24	15	34
Withdrawn	0	0	5	1	0	1	0	2	1	2	3
Total	56	62	46	53	65	131	206	229	242	180	148

Late Transfer Requests⁶

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
1	1	0	1	4	8	3	4	5	3	3

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	2021-2022	2022-2023	2023-2024
0	204	60	103	96	108	0	21	0	10	0

Minor Privacy Breaches Reported, under s. 70 of PHIA

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
10	158	591	712	934	865	855	755	866	678	842

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

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Inquires	2059	1800	1392	1293	1097	1297	1032	876	895	820	1445
Media requests	NT	NT	25	38	39	93	39	25	28	21	35
Speaking engagements	8	45	68	86	47	54	55	32	26	45	37
Staff training	7	8	8	1	3	8	8	8	7	26	17
Tools created	27	5	19	12	16	10	14	16	4	5	6
Committees	3	2	8	11	7	7	10	8	7	8	9
Projects	NT	NT	18	18	25	23	16	12	11	7	6
Other	NT	NT	1	12	28	30	14	14	7	8	13
Total	2104	1860	1539	1471	1262	1522	1188	991	985	940	1568

Inquiries Received by Topic⁷

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Review request process	794	558	240	157	159	167	153	162	160	167	138
Access request process	331	450	503	527	446	447	374	277	212	168	168
Privacy	159	108	143	247	241	359	280	265	258	252	909
Health/PHIA	77	108	105	76	41	39	18	12	12	17	20
Federal legislation	19	72	62	40	29	40	25	11	41	16	8
Other	679	504	339	246	181	245	182	152	212	200	202
Total	2059	1800	1392	1293	1097	1297	1032	879	895	820	1445

Office Operations

Budget History

2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
560,000	565,000	593,000	603,000	683,000	707,000	715,000	947,000	957,000	1,150,000	1,191,000

Staffing History

	2013	2014	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
FTEs	6	6	6	6	7	7	7	9	9	9	9
Agency & term ⁸	1	1	1	1	1	1	1	0	3	3	3
Total	7	7	7	7	8	8	8	9	12	12	12

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.

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. In January 2022 we were loaned three 2-year term positions. This did not increase our FTE count. The total does not reflect vacancies.