



BANK OF CANADA
BANQUE DU CANADA

Annual Report on the Administration of the *Privacy Act*

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Introduction

The *Privacy Act* gives everyone the right to access their own personal information held by federal government institutions, and protects that information against unauthorized collection, use, retention, and disclosure.

Access to Information, including personal information, is a quasi-constitutional right in Canada. The *Privacy Act* also enables individuals to exercise their privacy rights.

This report, which describes the Bank of Canada's privacy activities for 2023-24, is prepared in accordance with section 71(1)(e) of the Act and is tabled in Parliament in accordance with Section 72.

The Bank is not reporting on behalf of any wholly owned subsidiaries or non-operational institutions.

Bank of Canada Mandate

The Bank of Canada is the nation's central bank. We were founded as Canada's central bank in 1934 and opened our doors in March 1935. In 1938, we became a Crown corporation belonging to the federal government. Our main role, as defined in the Bank of Canada Act, is "to promote the economic and financial welfare of Canada."

The Bank has five core functions:

- ❖ **Monetary policy** – to keep inflation low, stable and predictable
- ❖ **Financial system** – to promote safe, sound and efficient financial systems within Canada and internationally
- ❖ **Currency** – to design, issue and distribute Canada's bank notes
- ❖ **Funds management** – to act as fiscal agent for the Government of Canada, advising on and implementing its public debt and foreign exchange reserve strategies
- ❖ **Retail payments supervision** – to supervise payment service providers, building confidence in the safety and reliability of their services and helping protect users from specific risks

Delegation and Organizational Structure

Under Section 71(2) of the *Privacy Act*, the Governor of the Bank of Canada undertakes the responsibilities of the designated Minister for the purposes of subsections 71(1)(a) and (d).

Responsibility for compliance with the requirements of the Act has been delegated by the Governor under Section 73 to the General Counsel and Corporate Secretary of the Bank, the Deputy Corporate Secretary and Senior Director Compliance (the Bank's Access to Information and Privacy Coordinator), and the ATIP Director.

A copy of the Bank's Delegation Order is available in [Annex A](#).

The Bank's Executive and Legal Services (ELS) Department is responsible for fulfilling the Bank's compliance obligations under the *Access to Information Act* and the *Privacy Act*. The ATIP Office, within ELS, is tasked with administering the ATIP program; it consists of 8 policy specialists, analysts, and administrator. The Bank uses the services of external consultants as required.

The Bank also has a network of contacts within each department who are responsible for retrieving relevant records and providing advice about the sensitivity of information within the records to the ATIP Office. Privacy requests are treated with the highest discretion because of the care that must be taken when handling sensitive personal information. Information about privacy requests is therefore only shared on a need-to-know basis.

If the ATIP Office receives a formal request for information that is typically available to the individual through a direct channel, such as information related to the work of the Bank's Unclaimed Properties Office, the ATIP Office will coordinate a response to the requester, including through these other channels, as required.

The Bank does not provide any services related to privacy to any other institution per section 73.1 of the *Privacy Act*.

Performance 2023-2024

The following section sets out some statistical highlights from the Bank's Statistical Report on the Privacy Act. For additional data concerning the Bank's Privacy Act activities for 2023-24, refer to the statistical report and supplemental report attached in [Annex B](#) and [Annex C](#).

Formal Requests

The Bank of Canada received 11 new formal privacy requests in 2023–24.

- ❖ In addition, 1 request was carried from the previous reporting period, none were carried over from more than one reporting period.
- ❖ Together they represent a workload of 12 formal requests.
- ❖ 10 requests were completed, 9 of which were closed within legislated timelines representing a 90% completion rate for on-time requests.
- ❖ 3 requests were closed within 15 days, 5 within 30 days, and 2 within 60 days.
- ❖ Closed requests involved the processing of 142 pages. One request was disclosed in full, no records existed for 7 requests, and 2 requests were abandoned.
- ❖ No audio or video records were processed for the requests completed this reporting period.
- ❖ 2 requests were carried over to 2024 – 25: 1 within legislated timelines and 1 beyond legislated timelines. Section 2.1 of the supplemental statistical report (Annex C) provides a detailed breakdown of carry-over data.

Informal Requests

- ❖ The Bank received 4 informal requests during the 2023-24 reporting period.
- ❖ Of the 4 active informal requests, 3 were closed during the reporting period.
- ❖ 1 informal request was carried over to the 2024-25 reporting period.

Consultations

The Bank did not receive or process any consultations from other institutions under the *Privacy Act* in 2023–24.

Extensions

In 2023–24, the Bank took 1 extension in order to carry out external consultations.

Complaints

- ❖ The Bank received no notices of complaints per section 31 of the *Privacy Act* in 2023–24.
- ❖ The Bank was informed by the OPC that 2 complaints outstanding from the previous were closed through early resolution in 2023-24.
- ❖ There were 0 complaints outstanding at the end of 2023-24, as such, no complaints were carried over to the next reporting period.

Training and Awareness Program

As employees of a federal institution, all Bank staff are responsible for upholding the principles of the Act and all staff need to be prepared to support the fulfillment of personal information requests in the course of their daily business. To promote awareness of their roles and responsibilities, all staff receive mandatory training on the Access to Information Act and the Privacy Act through a virtual learning module as part of the Bank’s onboarding process. In 2023-24, 514 employees completed the ATIP awareness module.

The ATIP Office has 3 e-learning modules which address the obligations of protecting personal information and the principles of the *Privacy Act*. All employees are required to complete a mandatory privacy module as part of the Bank’s annual Code of Business Conduct and Ethics compliance certification process. In 2022-24, 2831 employees completed one of these e-learning modules.

The ATIP Office undertook a re-branding exercise to reflect the evolving and expanding need for privacy policy advice at the Bank. Internally, the office is now referred to as the Privacy and Access Centre of Expertise (PACE). Promotion of privacy best practices is supported by the PACE Hub which serves as an on-line and interactive resource center of information for any Bank staff who interact with personal information as part of their role at the Bank. The PACE hub is an evergreen project and will be regularly updated with current and topical privacy content.

The ATIP Office also offers ad hoc virtual and in-person training and awareness sessions to Bank staff. These sessions focus on the administration of the *Privacy Act*, the Bank’s privacy framework and risk management tools, best practices for managing personal information throughout its lifecycle, privacy breach awareness, and mandatory training for staff who engage with sensitive datasets. In this reporting period, the ATIP Office delivered a series of formal presentations to leaders focused on privacy considerations when designing use cases involving research and analysis of employee data.

In 2023-24, the ATIP Office delivered 31 sessions to 219 participants across Bank departments.

Institution Specific Policies, Guidelines and Procedures

As privacy experts for the institution, the ATIP Office has a responsibility to ensure that privacy considerations are factored into decision-making processes at the Bank.

The ATIP Office engages with all areas of the Bank during the annual planning exercise to identify initiatives that will directly or indirectly involve creating, collecting, disclosing, or managing personal information.

In 2023-24, the ATIP Office also participated on various internal governance and working committees, providing input and timely feedback to key stakeholders about the Bank’s information and data

management policies and practices. This includes major Bank initiatives such as the development of the Bank's Responsible AI Framework, and related assessment tools, to support the adoption of artificial intelligence technology in a manner that is ethical, and proactively considers and assesses privacy impacts.

The pace of technological change continues to accelerate and the cycles for implementing new technology are getting shorter. As the Bank moves further along its digital transformation, adopts new tools and technology, and works with more complex datasets, the Bank is mindful that these transformations must be assessed through the lens of privacy.

The Bank has fully embraced the use of data to inform decision-making, by leveraging current data sets and acquiring new sources of data. The ATIP office provides ongoing advice about how to protect privacy rights when that data contains personal information. Designated data owners and stewards are made of aware of their responsibilities to adhere to the principles of the Privacy Act in the course of their daily business activities.

The increasing reliance on third-party vendors for services involving the personal information, the global nature of outsourced services, and the adoption of AI technology by these service providers has introduced additional privacy risks. The ATIP Office collaborates closely with other disciplines throughout the Bank to ensure that outsourcing arrangements are in line with the requirements set out in the Privacy Act. In addition, those managing contracts with third-party vendors are educated on their responsibilities when procuring services involving personal information.

Initiatives and Projects to Improve Privacy

The ATIP Office strives to make the delivery of access-to- information services as seamless as possible and regularly reviews processes for improvements. The office is mid-way through a multi-year initiative to modernize its case management system to improve efficiencies in the processing of requests and to enable better access for the public.

To assist individuals with exercising their privacy rights, the Bank publishes an inventory of its information holdings on its website. This public inventory known as *Info Source*, describes the Bank's functions, programs and activities, and their related classes of records and personal information banks (PIBs). In 2023-24 the Bank modified 3 PIBs related to Unclaimed Balances, Identity and Access Control, and the Bank's Employment Equity Program.

Through participation on the Bank's Accessibility Working Group, the ATIP Office is actively engaged in the Bank's efforts to promote and facilitate accessibility for its staff and those making requests for access to their personal information. In addition, to make access to personal information more inclusive and facilitate culturally appropriate services for Indigenous requesters, staff are encouraged to take the Bank's Indigenous cultural awareness training.

Material Privacy Breaches

In this reporting period, the Bank notified the Office of the Privacy Commissioner (OPC) of one breach. A third-party vendor providing services to the Bank experienced a cyber incident which compromised the personal information of individuals.

The Bank's incident response stakeholders, including representation from the ATIP Office, and representatives from the business line that oversees the Bank's relocation program met regularly to gather and assess information about the incident and to brief senior management on the unfolding breach and mitigation actions.

In addition to notifying the OPC, the Bank sent a series of communications to the individuals affected by the breach.

The Bank continues to receive updates from the vendor on the scope and nature of the personal information that was compromised as they continue to investigate and mitigate the breach. The breach investigation is on-going.

Privacy Impact Assessments

A privacy impact assessment (PIA) is an extensive formal privacy review used to assess and evaluate privacy, confidentiality or security risks associated with the collection, use disclosure, or retention of personal information, and to develop measures intended to mitigate and, wherever possible, eliminate identified risks. The Bank contracts third-party service providers to conduct its PIA assessments.

In 2023–24, the Bank completed 3 PIAs which involved:

- ❖ assessing the introduction of new application for employee pension and benefit information;
- ❖ assessing the expanded use of an existing application that stores business contact information of various external stakeholders of the Bank;
- ❖ assessing the evolution of the Bank's Unclaimed Properties Office processes and procedures.

Summaries of completed PIAs are available upon request.

Public Interest Disclosures

There are limited and specific cases where personal information may be disclosed without the consent of the individual in question. These limited circumstances are outline in section 8(2) of the *Privacy Act*. The Bank did not make any public interest disclosures under section 8(2)(e), 8(2)(m), or 8(5) of the *Privacy Act in 2023-24*.

Monitoring Compliance

The ATIP Office proactively monitors a variety of information networks for any coming changes to legislation that might impact the Bank. This proactive approach allows the Bank to plan effectively and implement any necessary structural or operational changes in a timely manner to ensure the Bank's compliance.

The ATIP Office holds weekly meetings to discuss and closely monitor all active files and keep senior staff, such as the ATIP Director, informed of operations. These meetings help the ATIP Office to better manage heavy workloads and improve response times to external requesters and internal clients.

Senior management and the Board of Directors are briefed periodically on operational metrics and annually on the overall administration of the ATIP program.

Further, contracts with third parties clearly indicate that the Bank is subject to the *Access to Information*

Act and *Privacy Act* and obliges these entities to support the Bank in the fulfilment of requests made under these statutes, as required. Further the agreements set out the requirements for the secure and appropriate management of Bank information, including personal information under the Bank's control, by the third parties.

The Bank is committed to upholding the highest standards of personal and professional conduct. Annually, the Bank requires its employees to acknowledge their awareness of, and compliance with, the Code of Business Conduct and Ethics. Within the Code, the Bank recognizes and accepts its responsibility to provide any individual or corporation present in Canada a right of access to information contained in records under the Bank's control. Staff are reminded of their responsibilities regarding the management of corporate information and personal information and are required to acknowledge their responsibilities and obligations under the *Privacy Act* as part of this annual exercise.

Annex A: Delegation of Authority



September 13, 2023

To: Steve Thomas
General Counsel & Corporate Secretary

From: Tiff Macklem
Governor


Lesley Ryan
Deputy Corporate Secretary and Senior Director, Compliance
Access to Information and Privacy Coordinator

Subject: Delegation of Authority under the Access to Information Act and the Privacy Act

The Governor of the Bank of Canada, pursuant to section 95(1) of the *Access to Information Act* and section 73(1) of the *Privacy Act*, hereby designates the persons holding the positions set out on the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the Governor as the head of a government institution, under the section of the Act set out in the schedule opposite each position.

Schedule

Position	Access to Information Act and regulations	Privacy Act and regulations
General Counsel & Corporate Secretary	Full authority	Full authority
Deputy Corporate Secretary and Senior Director, Compliance/ Access to Information and Privacy Coordinator	Full authority	Full authority
Director ATIP	As set out in Appendix A	As set out in Appendix B



Governor Tiff Macklem

Oct 31, 2023

(Date)

Appendix A (Responsibility Delegated to Director ATIP — Access to Information Act)

Sections	Description
7	Respond to request for access within 30 days; give access or give notice
8	Transfer a request to the government institution with greater interest; give written notice of the transfer to the applicant
9	Extend time limits for responding to request and give notice to Information Commissioner of extension of over 30 days
10	Issue notice where access refused- the record does not exist, or where the institution does not indicate if the records exists or not the specific provisions for refusal if the record existed
11	Administer the collection of fees or waive fees
12(2)(b)	Decide whether to translate requested record(s)
12(3)(b)	Convert record(s) in an alternative format, when necessary and reasonable
13(1)	Shall refuse to disclose any record obtained in confidence from another government
13(2)	May disclose any record referred to in 13(1) if the other government consents to the disclosure or makes the information public
14	May refuse to disclose any record if reasonably injurious to the conduct of Federal-Provincial affairs
15	May refuse to disclose any record if reasonably injurious to international affairs and defence or the detection, prevention, or suppression of subversive or hostile activities
16	May refuse to disclose any record pertaining to law enforcement and investigations, to information that could reasonably be expected to facilitate the commission of an offence, to confidential information on policing services for provinces or municipalities
17	May refuse to disclose any record that could reasonably threaten the safety of individuals
18	May refuse to disclose any record that could reasonably be expected to be materially injurious to the economic interests of Canada
19(1)	Shall refuse to disclose any record that contains personal information as defined in section 3 of the <i>Privacy Act</i>
19(2)	May disclose personal information if: the individual consents; the information is publicly available; disclosure is in accordance with section 8 of the <i>Privacy Act</i>
20	Shall refuse to disclose any record that contains third party information
21	May refuse to disclose any record that contains information related to the operations of government: advice/recommendations; consultations/deliberations; plans for negotiations; plans related to management of personnel
22	May refuse to disclose any record that contains information relating to testing or auditing procedures
23	May refuse to disclose any record that contains information subject to solicitor-client privilege
24	Shall refuse to disclose any record that is subject to statutory prohibitions as set out in Schedule II
25	Shall sever any information that can be disclosed
26	May refuse to disclose any record on reasonable grounds that such material is to be published within a 90-day period or longer
27(4)	May extend the time limit for third party notification
28(4)	Disclose a record pertaining to Third Party following 20 days from the notice having been issued to a third party of the decision to disclose, unless the third party requests a review of the decision as per section 44
68	Deny any record that is excluded in the Act, including published material or material available for purchase by the public
69	Deny any record that is excluded in the Act that constitute confidences of the Queen's Privy Council for Canada

Appendix B (Responsibility Delegated to Director ATIP — *Privacy Act*)

Sections	Description
8(2)(a)-(l)	Disclose personal information on the basis of the requirements of subsection 8(2)
8(4)	Retain a record of any disclosure made under 8(2)(e)
9(1)	Retain records of use of personal information
9(4)	Notify the Privacy Commissioner of consistent use of personal information and update index accordingly
10	Include personal information in personal information banks
14	Respond to request for access within 30 days; give access or give notice
15	Extend time limit for responding to request for access
16	Issue notice where access refused
17	Form of Access/Language of Access/Alternative format
19(1)	Shall refuse to disclose information obtained in confidence from another government or organization
19(2)	May disclose any information referred to in 19(1) if the other government or organization consents to the disclosure or makes the information public
20	May refuse to disclose information if injurious to the conduct of Federal-Provincial affairs
21	May refuse to disclose if injurious to international affairs and defence or preventing or suppressing subversive or hostile activities
22	May refuse to disclose information prepared by an investigative body, information injurious to the enforcement of a law, or information injurious to the security or penal institutions
23	May refuse to disclose information prepared by an investigative body for security clearances
25	May refuse to disclose information which could reasonably threaten the safety of individuals
26	May refuse to disclose information about another individual, and shall refuse to disclose such information where disclosure is prohibited under section 8
27	May refuse to disclose information subject to solicitor-client privilege
28	May refuse to disclose information relating to the individual's physical or mental health where disclosure contrary to the best interest of the individual
69	Deny any record that is excluded in the Act, including library or museum material preserved solely for public reference or exhibition purposes
70	Deny any record that is excluded in the Act that constitute confidences of the Queen's Privy Council for Canada

Reference

Extracts of the Access to Information Act (R.S.C., 1985, c. A-1)

Delegation by head of government institution

95 (1) The head of a government institution may, by order, delegate any of their powers, duties, or functions under this Act to one or more officers or employees of that institution.

Extracts of the Privacy Act (R.S.C., 1985, c. P-21)

Delegation by head of government institution

73 (1) The head of a government institution may, by order, delegate any of their powers, duties, or functions under this Act to one or more officers or employees of that institution.

Annex B: Statistical Report 2023-2024

Name of institution:	Bank of Canada
Reporting period:	01/04/2023 to 31/03/2024

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests

		Number of Requests
Received during reporting period		11
Outstanding from previous reporting periods		1
• Outstanding from previous reporting period	1	
• Outstanding from more than one reporting period	0	
Total		12
Closed during reporting period		10
Carried over to next reporting period		2
• Carried over within legislated timeline	1	
• Carried over beyond legislated timeline	1	

1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	5
Business (private sector)	6
Organization	0
Public	0
Decline to Identify	0
Total	11

Section 2: Informal Requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		4
Outstanding from previous reporting periods		0
Outstanding from previous reporting period	0	
Outstanding from more than one reporting period	0	
Total		4
Closed during reporting period		3
Carried over to next reporting period		1

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	4
Mail	0
In person	0
Phone	0
Fax	0
Total	4

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
3	0	0	0	0	0	0	3

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
3	29	0	0	0	0	0	0	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	0	0	1	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	1	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	2	4	1	0	0	0	0	7
Request abandoned	1	1	0	0	0	0	0	2
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	3	5	2	0	0	0	0	10

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	0
19(1)(e)	0	22.1	0	26	0

19(1)(f)	0	22.2	0	27	0
20	0	22.3	0	27.1	0
21	0	22.4	0	28	0

3.3 Exclusions

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

3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
1	0	0	0	0	0

3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
142	1	3

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

Disposition	Less than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	1	1	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
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	1	0	1	141	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	2	1	1	141	0	0	0	0	0	0

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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.5 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	Other	Total
All disclosed	0	1	0	1
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
Total	0	1	0	1

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	9
Percentage of requests closed within legislated timelines (%)	90

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

Number of requests closed past legislated timelines	Principal Reason			
	Interference with operations / Workload	External Consultation	Internal Consultation	Other
1	1	0	0	0

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 timeline where an extension was taken	Total
1 to 15 days	1	0	1
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	1	0	1

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
0	0	0	0

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 extensions 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	Number of extensions taken	Documents difficult to obtain	Cabinet Confidence (Section 70)	External	Internal	
1	0	0	0	0	0	1	0	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	Number of extensions taken	Documents difficult to obtain	Cabinet Confidence (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	0	0	0	0	1	0	0
31 days or greater								0
Total	0	0	0	0	0	1	0	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	Numbers 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
	0 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	
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 institutions	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 outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							
	0 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 institutions	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		100-500 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	1	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	1	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 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
0	0	0	0	0

Section 10: Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)

10.1 Privacy Impact Assessments

Number of PIAs completed	3
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	42	0	0	3
Central	0	0	0	0
Total	42	0	0	3

Section 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	1

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	7
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Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures		Amount
Salaries		\$720,121
Overtime		\$0
Goods and Services		\$117,457
• Professional service contracts	\$116,615	
• Other	\$842	
Total		\$837,578

12.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	5.130
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	5.130

Annex C: 2023–24 Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution:	Bank of Canada
Reporting period:	2023-04-01 to 2024-03-31

Section 1: Open Requests and Complaints under the *Access to Information Act*

1.1 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, 2024	Open Requests that are beyond legislated timelines as of March 31, 2024	Total
Received in 2023-2024	12	17	29
Received in 2022-23	0	3	3
Received in 2021-22	0	2	2
Received in 2020-21	0	1	1
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	12	23	35

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

Fiscal Year Open Complaints were received by Institution	Number of Open Complaints
Received in 2023-2024	6
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	6

Section 2: Open Requests and Complaints Under the *Privacy Act*

2.1 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, 2024	Open Requests that are beyond legislated timelines as of March 31, 2024	Total
Received in 2023-2024	1	1	2
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0

Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
Total	1	1	2

2.2 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 2023-2024	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
Total	0

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2023-2024?	No
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Section 4: Universal Access under *the Privacy Act*

How many requests were received from confirmed foreign nationals outside of Canada in 2023-2024?	1
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