



BANK OF CANADA
BANQUE DU CANADA

ANNUAL REPORT TO PARLIAMENT

OF THE

BANK OF CANADA

ON THE ADMINISTRATION OF

THE *PRIVACY ACT*

(1 April 2010 to 31 March 2011)

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INTRODUCTION

As set out in Section 2 of the *Privacy Act*, the purpose of this Act is to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institution and provide individuals with a right of access to that information. This report is prepared in accordance with Section 71(1)(e) of the Act and is tabled in Parliament in accordance with Section 72.

The *Bank of Canada Act* describes the Bank's legislative framework and sets out the governance of the Bank, as well as its mandate to "promote the economic and financial welfare of Canada." The Bank strives to meet its mandate through its work in four core areas of responsibility; the foregoing are supported by a Corporate Administration function.

Monetary Policy

The Bank contributes to solid economic performance and rising living standards for Canadians by keeping inflation low, stable and predictable. Since 1991, the Bank's monetary policy actions toward this goal have been guided by a clearly defined inflation target.

Financial System

The Bank promotes a stable and efficient financial system in Canada and internationally. To this end, the Bank oversees Canada's key payment, clearing and settlement systems; acts as lender of last resort; assesses risks to financial stability; and contributes to the development of financial system policies.

Currency

The Bank designs, produces and distributes Canada's bank notes and replaces worn notes. It deters counterfeiting through leading-edge bank note design, public education and collaboration with law-enforcement agencies.

Funds Management

The Bank provides effective and efficient funds-management services for the Government of Canada, as well as on its own behalf and for other clients. For the government, the Bank provides treasury-management services and administers and advises on the public debt

and foreign exchange reserves. In addition, the Bank provides banking services to critical payment, clearing and settlement systems.

Corporate Administration

Corporate Administration supports the functions of the Bank providing management of human, financial, information, technology and physical resources and related infrastructure.

ADMINISTRATION OF THE *PRIVACY ACT*

Organization of Activities

Under Section 71(2) of the 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, its Deputy Corporate Secretary and Access to Information and Privacy Coordinator. In addition, responsibility for various administrative requirements of the legislation, such as extending time limits has been delegated to the ATIP Manager. A copy of the Bank's Delegation Order is attached (Attachments A).

The responsibility for administering the Bank's ATIP program lies with the Bank's ATIP section which is part of the Bank's Executive and Legal Services Department (ELS). Under the management of the Access to Information and Privacy Coordinator, four employees are responsible for coordinating the handling of ATIP requests and complaints, drafting responses, providing advice and promoting ATIP awareness to staff and the general public. The ATIP section reports directly to the Deputy Corporate Secretary and Access to Information and Privacy Coordinator who reports to the General Counsel and Corporate Secretary and who in turn reports to the Governor.

Files can be examined at the Bank's Head Office in Ottawa or arrangements can be made at each of the Bank's Regional Offices in five major cities across Canada to review records related to ATIP requests.

Copies of Info Source and *Privacy Act* request forms are prominently available at the Bank's main offices in Ottawa (Library, main Lobby) as well as at its Regional offices.

Formal/Informal Interface

The Bank of Canada responds to informal public inquiries through its Communications Department and also on an *ad hoc* basis throughout the organization. A request made under the Act is considered to be a formal request if it is presented to the Access to Information and Privacy Coordinator in writing, refers to the Act, contains sufficient information to identify the requested records. The Bank occasionally receives formal requests for information which is normally available to the general public; in these cases the Bank prefers to handle such requests informally through normal channels. For example, the Bank continues to receive inquiries related to Canada Savings Bond holdings and unclaimed bank balances and directs the requestors to websites or to specific client service work units. As a general rule, and when the requester agrees to it, the Bank treats these requests as informal even if they are submitted as a formal request.

Informal requests for access to personal information by Bank of Canada employees are directed to the Bank's Human Resources service. Alternatively, for various reasons, employees may choose to submit a formal Privacy request to the ATIP Office.

Staff Awareness

Privacy awareness and advice with respect to the appropriate management of corporate records and personal information are factored into discussions with staff and managers as a result of informal inquiries in the course of business. The Bank's practice is to brief Senior Management and the Board of Directors at least annually on Privacy matters.

During this reporting period, the ATIP analysts have met with a number of employees who are responsible for managing personal information to provide an overview of the legislation requirements for the *Privacy Act* in both official languages.

Institution-specific access to information related policies, guidelines and procedures

The Bank is reviewing and developing Access to Information and Privacy policies and guidelines.

PRIVACY ACT

Interpretation of the Statistical Report

The Statistical Report regarding Privacy Act requests is attached as Attachment B. The Bank of Canada received 5 formal applications for personal information under the Act during this reporting period. All of these requests were completed in the reporting period. Information was provided for 3 of these requests. A summary of the disposition of the privacy requests completed during the reporting period is provided below.

Disposition of Requests

Records Disclosed in Part

For three requests (60% of the total requests), some information was disclosed and exemptions were applied to the other portions of the requested information.

Abandoned by applicant

Two requests (40 % of the total) were abandoned by the applicants.

Exemptions Invoked

Section 26 "Information about another individual" was used in more than one request during this reporting period.

Completion Time and Extensions

None of the 5 requests required a time extension.

Calculation of costs

Officer and support staff costs were calculated on the basis of the reported amount of time spent on these requests. The Bank reports all costs involved in administering the legislation, and not simply those costs related to the processing of requests. The cost of administering the program for 2010 was \$263,702.

Disclosures under Paragraph 8(2)m

There was no disclosure of personal information done pursuant to subsection 8(2)(m) during this reporting period.

Assessment of privacy issues

During the current reporting period, the Bank completed three formal privacy reviews. A Preliminary Privacy Impact Assessment (PPIA) was completed on the Enterprise Content Management initiative to ensure that privacy best practices are reflected in the implementation of the program. As well, the Bank completed two Privacy Impact Assessments (PIA): one relate to the re-design of the Canada Savings Bonds transactional website to ensure that all privacy requirements have been addressed; one related to the implementation of a Customer Relationship Management application that will be used to support the rollout of the Next Generation series of bank notes. Summaries of these reviews are available upon request. In addition, a Privacy Gap Assessment at the corporate level was completed.

Other

In 2010, the ATIP Office provided advice to staff within the Bank with respect to the appropriate access to and management of personal information associated with a variety of issues including: privacy considerations in several Requests for Proposal (RFP) processes as well as contracting arrangements with third party service providers; privacy notices for the Bank's website; on-line surveys; HR compensation process re-design; decommissioning of legacy HR systems; general questions concerning the appropriate management of personal information. This advice takes up the majority of staff time who are assigned to privacy matters and is regarded as indicating a proactive and attentive privacy culture in the Bank.

Complaints and Investigations

There were no formal complaints during this reporting period.