



Veterans Review and
Appeal Board Canada

Tribunal des anciens combattants
(révision et appel) Canada



ANNUAL
REPORT

*Administration of the Privacy
Act*

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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 *Privacy 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 2022-23, 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, the Board's ATIP unit continued its dedicated work updating and standardizing its processes and finding new work efficiencies. This work included participation in Treasury Board of Canada Secretariat activities as well as in-depth analysis of our processes and how they align with the Board's own values.

During the past year, the Board relocated to a new office space which follows the Government of Canada's Workplace Modernization Model and adopted the government-wide approach to Hybrid Work in 2022-23. This offers flexibility to staff while ensuring the needs of our clients continue to be met.

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,

A handwritten signature in black ink, appearing to read "Christopher McNeil".

Christopher J. McNeil

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.

About the Veterans Review and Appeal Board

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.

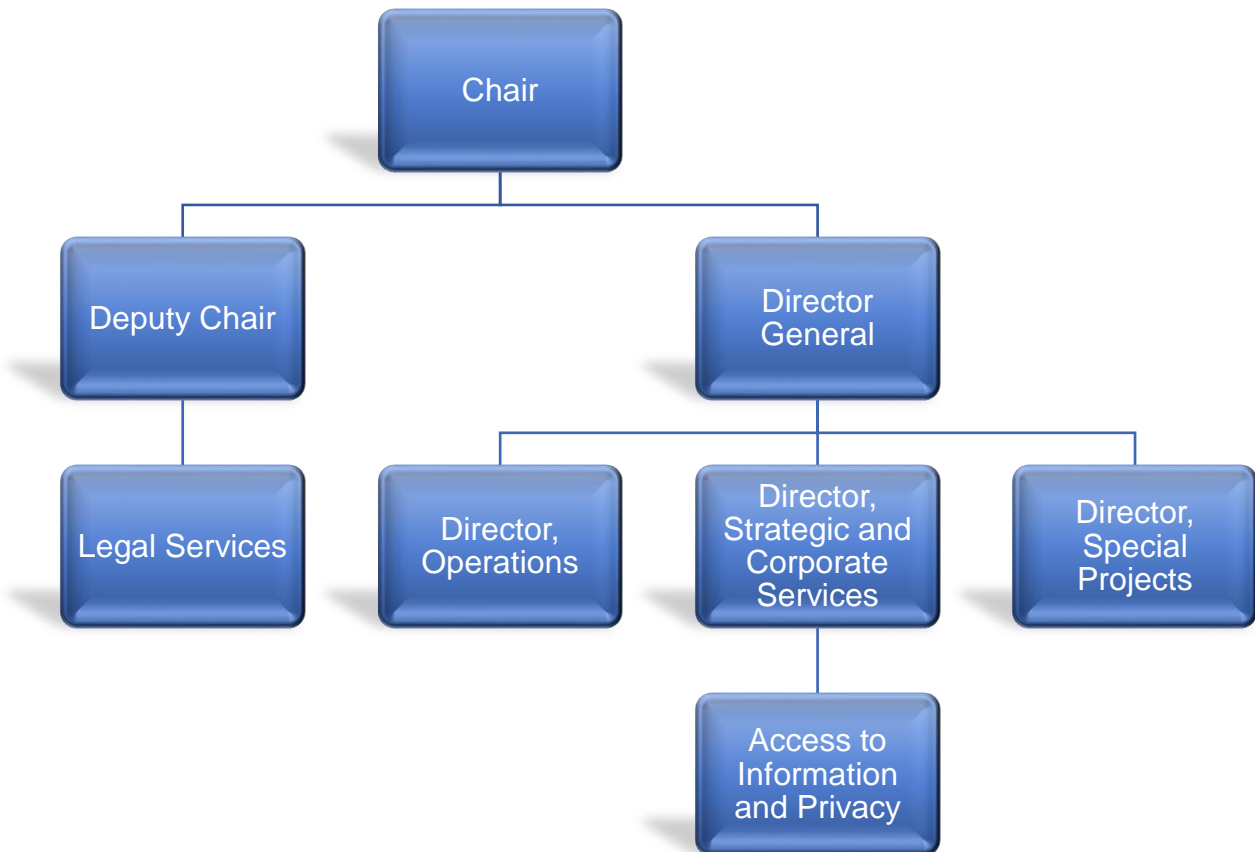
This Board also adjudicates duty-related pension applications under the authority of the Royal Canadian Mounted Police Pension Continuation Act and the Royal Canadian Mounted Police Superannuation Act

All of the Board's published decisions are available on the Canadian Legal Information Institute (CanLII) website. CanLII is a well-known legal resource that organizes decisions by year and is searchable by key word. The most important of these are also available on our website.

To balance openness in decision-making with applicants' privacy, the Board has chosen to remove personal information that is not relevant to the reasons for the decision.

Organizational Structure

The Board's Access to Information and Privacy (ATIP) positions include a Deputy Coordinator, a Coordinator, and Senior ATIP Analyst, and an ATIP Analyst. The Board has full responsibility for the administration of the *Access to Information Act* and the *Privacy 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* and the *Privacy Act*.



Duties of the ATIP unit include:

Process requests for information submitted under the Privacy 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 Privacy Act and related TBS policies, guidelines, and directives.

- Develop policies, procedures, and guidelines for the administration of the Acts and related TBS policies, guidelines, and directives.

- Coordinate the resolution of any complaints against the VRAB made to *Privacy Commissioner under the Privacy 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 *Acts*.
- Respond to Parliamentary written questions on access to information and privacy breaches.
- 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.
- Monitor and reporting on the Board's proactive disclosures.
- Prepare the Annual report to Parliament and the Annual Statistical Report on the Administration of the *Privacy Act*.

Delegation Order

In September 2022, the Chair of the Veterans Review and Appeal Board delegated his authority for the purposes of the *Act*. Annex A is a copy of the signed delegation instrument that took effect September 1, 2022.

Performance for 2022-23

Formal privacy requests

The VRAB ATIP unit ("the unit") had the full ability to receive formal privacy requests through the online portal, by email, by facsimile, or by mail. The unit received five requests through the ATIP online portal.

The Board responded 42 of 43 (98%) of formal privacy requests within legislated timelines as the key measure of the Boards performance.

Table 1. The number of completed requests broken down by completion times

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
39	3	0	1	0	0	0	43

39 of 43 (90.70%) of requests were completed within 1 to 15 days. 3 of 43 (7%) of requests were completed within 16 to 30 days. 1 of 43 (2%) was completed in 61-120 days.

The following figure demonstrated an upward trend in the number of formal privacy requests completed.

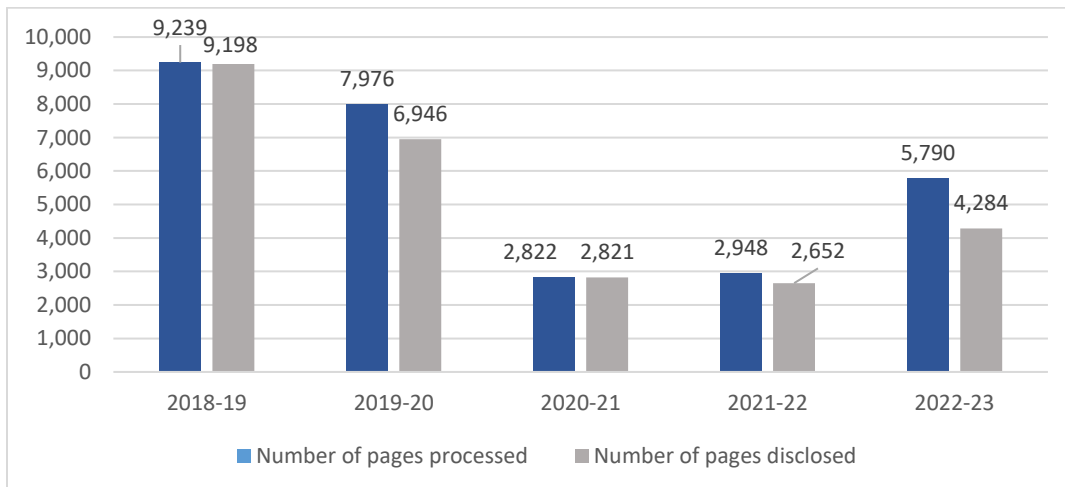
Table 2. The number of formal privacy requests completed by fiscal year

2018-19	2019-20	2020-21	2021-22	2022-23
31	50	21	26	43

It is clear that the number of formal privacy requests is rising quickly with a 60% increase from 2021-22 to 2022-23.

The following figure represents the number of pages processed and disclosed related to these request.

Figure 1. The number of pages processed and pages disclosed by fiscal year



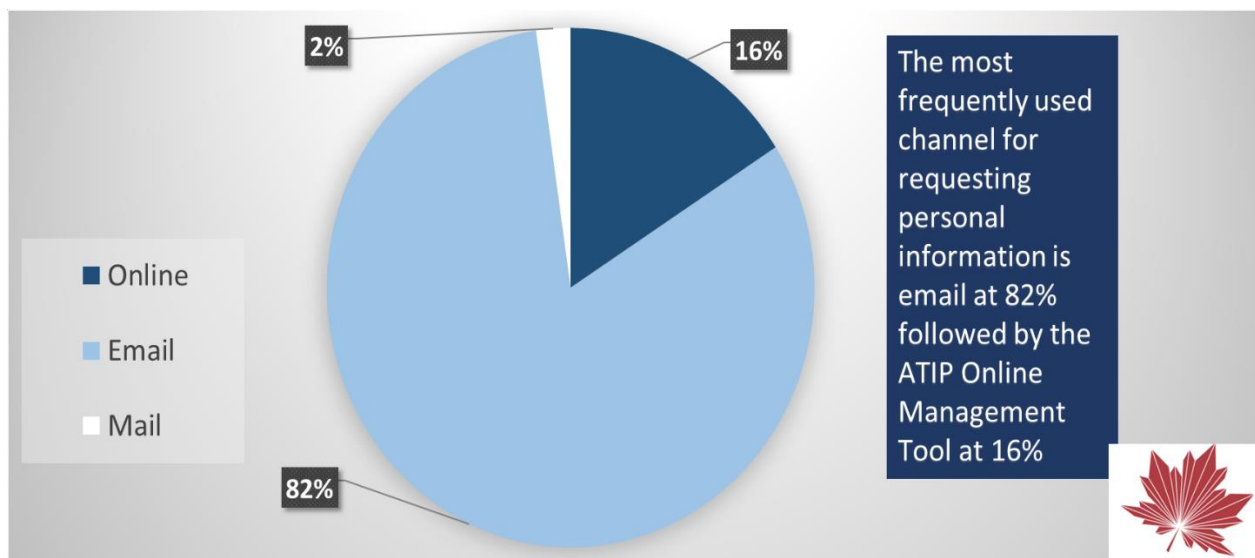
The number of pages processed was up by 51% in 2022-23 while the number of pages disclosed increased by 62%.

There was one active requests as of the last day of the reporting period, carried over from 2021-2022 still within legislated timelines. No extension was taken on this request.

The most frequently used channel for requesting personal information is email at 82% followed by the ATIP Online Management Tool at 16%.

41 of 44 (93%) of formal privacy requests were completed with 1 to 15 days. 3 of 44 requests

Figure 2. Formal Privacy Request Channels 2022-23



Audio recording of Board hearings are also available. In 2022-23, we received a total of 2 formal privacy requests for hearing recordings of which a total of 61 minutes were processed and 61 minutes were 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.

VRAB's ATIP unit began recording Informal Privacy requests in 2021-22. The number of requests completed went up from 26 to 44 in 2022-23. This represents a 60% increase in the number of informal privacy requests received. 4 requests carried over into the following fiscal year.

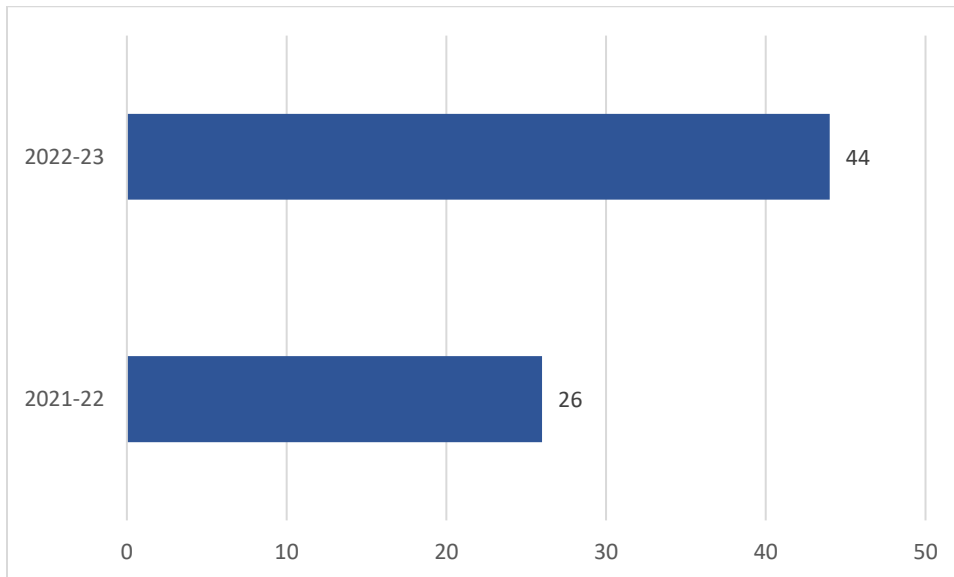
The level of service we provide to our clients is important to us. We do our best to respond to informal requests in a timely fashion. 41 of 44 requests were completed within 1 to 15 days.

Table 3. Completion times of informal privacy requests 2022-23

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
41	3	0	0	0	0	0	44

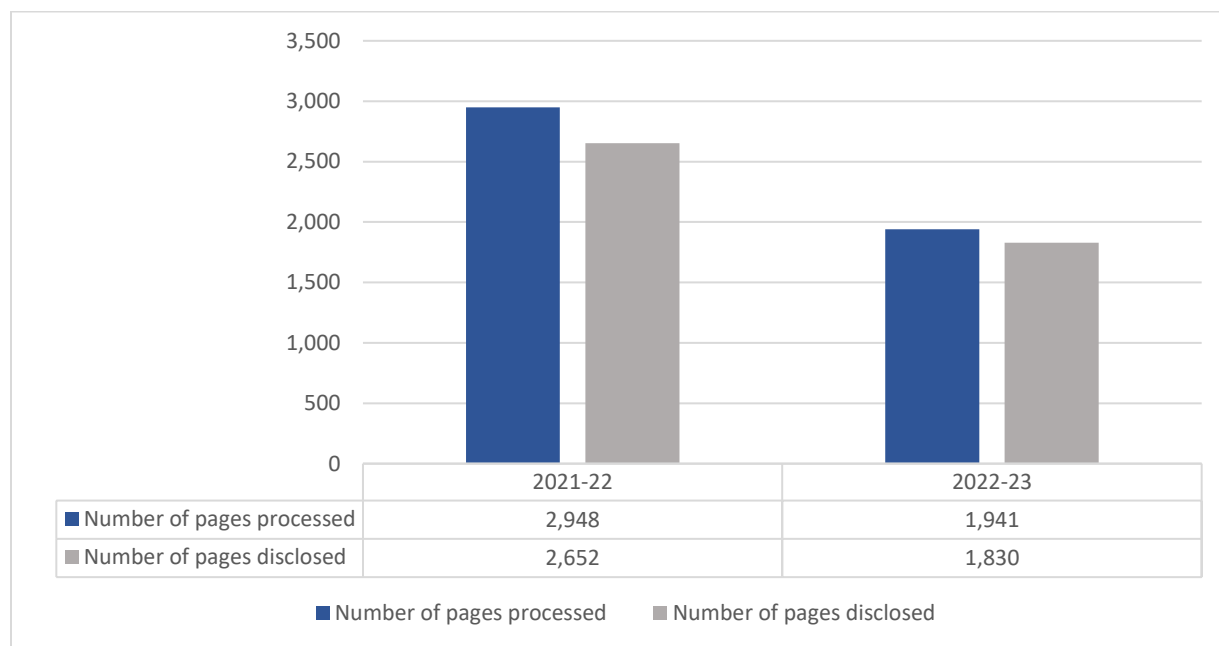
Below is a visual representation of the increase number of informal privacy requests. The number of requests has increased from 26 to 44. This represents an increase in 59%.

Figure 3. Number of informal privacy requests completed by Fiscal year



Although number of request has gone up, the total number of pages processed vs the number of pages disclosed for informal requests by fiscal year has gone down.

Figure 4. Informal privacy request - pages processed vs released by fiscal year



66% percent fewer pages were processed and 69% fewer pages were released in 2022-23 from 2021-22

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 Acts. During the reporting period, VRAB closed 42 requests within the legislated timeline. One request was closed past the legislated timeline for the principle reason of interference with operations/workload.

Extensions

Section 15 extension of time limits under the Privacy Act institution may extend the time limit by an additional 30 days where meeting the original 30 time limit would unreasonably interfere with the operations or the institution.

Extension was taken for one request. The reason for extension was 15(a)(i) interference with operation for a large number of pages.

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 two requests.

- Subjection 27 , privilege and professional Secrecy, was applied to two 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 2022-23 reporting period.

Complaints and audits

An individual has the right to make a complaint to the Information Commissioner on grounds set out in the section 30 of the *Access to information Act* which reads:

“Receipt and investigation of complaints

(1) Subject to this Part, the Information Commissioner shall receive and investigate complaints

(a) from persons who have been refused access to a record requested under this Part or a part thereof.

(b) from persons who have been required to pay an amount under section 11 that they consider unreasonable.

(c) from persons who have requested access to records in respect of which time limits have been extended pursuant to section 9 where they consider the extension unreasonable.

(d) from persons who have not been given access to a record or a part thereof in the official language requested by the person under subsection 12(2) or have not been given access in that language within a period that they consider appropriate.

(d.1) from persons who have not been given access to a record or a part thereof in an alternative format pursuant to a request made under subsection 12(3) or have not been given such access within a period that they consider appropriate.

(e) in respect of any publication or bulletin referred to in section 5; or

(f) in respect of any other matter relating to requesting or obtaining access to records under this Part.”

During the reporting period 2022-2023, VRAB ATIP receive one complaints. Early investigations with the Office of the Privacy Commissioner of Canada resulted in the information Commissioner providing VRAB with some valuable feedback on clarifying wording on VRAB's website. The issue was resolved with the complainant during the early mediation process.

Monitoring and 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 bi-weekly status on:

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

The first report is workload related to ATIP requests. The second report provides trends by Fiscal Year over a period of five years.

This information is rolled up to provide a monthly snapshot for senior managers and the Chair's Office. Additional feedback is provided when trends present information to be addressed. In 2022-23, the ATIP office was able to demonstrate the need for additional resources to meet the demand on incoming request in order to meet legislated time lines.

Focus was placed on privacy breaches. New privacy breach reporting form and reports were created to monitor for any trends relating to privacy breaches. This included reporting on the types of breaches in order to target areas of concern and provide additional support through training.

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 2022-23.

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 one material breaches to report for 2022-23. The material breach was reported to Office of Privacy Commissioner and to the Treasury Board Secretariat (TBS). The Privacy Breach occurred when a VRAB Decision was published to CANLII containing personal information that could result in identify theft. Following TBS guidelines for privacy breaches, the error was quickly detected by AI and notified VRAB. The breached information was removed from the CANLII website within hours of the incident.

Policy Guideline lines and procedures

Collaborated with the Office of the Privacy Commissioner of Canada and the ATIP community to review policy instruments and tools for opportunities to strengthen the prevention, identification, management and reporting of privacy breaches.

Training and Awareness

In 2022-23, VRAB ATIP worked with keys areas at the Board to strengthen training for all employees in the areas of:

- Protecting and managing personal information
- Identifying and managing privacy incidents and privacy breaches
- Ongoing training of using the new
- Developed and implemented a new ATIP training program for the onboarding of new staff at VRAB

Privacy and operational 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 2022-23 was \$39,333.

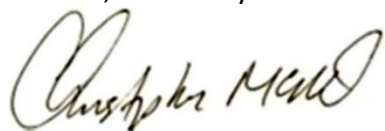
Annex A: 2022-Delegation Order – Access to Information Act and Privacy Act

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, 2022.



Christopher J. McNeil

Chairperson, Veterans Review and Appeal Board

Annex B: Statistical report on the Privacy Act

TBS/SCT 350-63

Name of institution:

Veterans Review and Appeal Board

Reporting period:

From: April 1, 2022

To: March 31, 2023

1. Requests under the Privacy Act

1.1 Number of requests

		Number of requests
Received during reporting period		44
Outstanding from previous reporting period		0
• Outstanding from the previous reporting period	0	
• Outstanding for more than one reporting period	0	
Total		44
Closed during reporting period		43
Carried over to next reporting period		1
• Carried over within legislated timeline	1	
• Carried over beyond legislated timeline	0	

1.2 Channels of requests

Channel	Number of Requests
Online	7
E-Mail	36
Mail	1
In person	0
Phone	0
Fax	0
Total	44

2 Informal requests

2.1 Number of informal requests

		Number of requests
Received during reporting period		48
Outstanding from previous reporting period		0
Outstanding from the previous reporting period	0	
Outstanding for more than one reporting period	0	
Total		48
Closed during reporting period		44
Carried over to next reporting period		4

2.2 Channels of informal requests

Channel	Number of Requests
Online	0
E-Mail	38
Mail	5
In person	0
Phone	5
Fax	0
Total	48

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
41	3	0	0	0	0	0	44

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
26	416	18	1,210	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	34	0	0	0	0	0	0	34
Disclosed in part	2	1	0	1	0	0	0	2
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	4	2	0	0	0	0	0	6
Request abandoned	1	0	0	0	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	39	3	0	1	0	0	0	43

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	2
27	2
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	
5	36	0	0	2	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
5,880	4,375	35

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	29	458	3	456	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	1	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	30	458	3	456	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	2	4,966	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	2	4,966	0	0

3.5.3 Relevant minutes processed and disclosed audio formats

Number of minutes processed	Number of minutes disclosed	Number of requests
61	61	2

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	2	61	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	2	61	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
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3.6 Closed Requests

3.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	42
Percentage of requests closed within legislated timelines (%)	97.6744186%

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
1	1	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	1	0	1
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

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
1	0	1	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	1	0	0
16 to 30 days	0	0	0	0
31 days or greater	0	0	0	0
Total	0	1	0	0

15(a)(ii) Consultation				15(b) Translation purposes or conversions
Length of Extensions	Cabinet Confidence (Section 70)	External	Internal	
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	20
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12 Resources Related to the *Privacy Act*

12.1 Allocated Costs

Expenditures		Amount
Salaries		\$38,408
Overtime		\$0
Goods and services		\$925
• Professional service contracts	\$0	
Outstanding for more than one reporting period		\$925
Total		\$39,333

12.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.598
Part-time casual employees	0
Regional staff	0
Consultants and agency personnel	0
Students	0
Total	0.598

Note: Enter values to three decimal places.

Annex C: Supplemental statistical report on the Access to information Act and privacy Act

Name of institution:

Veterans Review and Appeal Board

Reporting period:

From: April 1, 2022

To: March 31, 2023

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	0	52	52
Protected B Paper Records	0	0	52	52
Secret and Top-Secret Paper Records	0	0	52	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	0	52	52
Protected B Electronic Records	0	0	52	52
Secret and Top-Secret Electronic Records	0	0	52	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	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	0

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	1	0	1
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	1	0	1

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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6. Universal Access under the Privacy Act

How many request were received from confirmed foreign nationals outside of Canada in 2022-2023	0
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