

**2020-2021 Annual Report**  
**on the *Privacy Act***

For Non-Public Property and  
Staff of the Non-Public Funds, Canadian Forces

Canada 

Information contained in this publication or product may be used and reproduced, in part or in whole, and by any means, for personal or public non-commercial purposes, without charge or further permission, unless otherwise specified, provided that you do the following:

- Exercise due diligence in ensuring the accuracy of the materials reproduced;
- Indicate both the complete title of the materials reproduced, as well as the author organization; and
- Indicate that the reproduction is a copy of an official work published by Government of Canada and that the reproduction has not been produced in affiliation with or with the endorsement of the Government of Canada.

Commercial reproduction and distribution of this publication is prohibited. For more information, please contact Canadian Forces Morale and Welfare Services (CFMWS) at [communications@cfmws.com](mailto:communications@cfmws.com).

The official symbols of the Government of Canada, including the Canada Wordmark and the flag symbol as well as the CFMWS logo are protected under the *Trade-marks Act* and the *Copyright Act* and cannot be used or reproduced, whether for commercial or non-commercial purposes, without prior written authorization.

© Her Majesty the Queen in Right of Canada, as represented by the Minister of National Defence, 2021

Aussi disponible en français

ISSN

Access to Information and Privacy Program  
Canadian Forces Morale and Welfare Services  
1420 Labelle Street  
Ottawa, ON, K1A 0K2

Tel.: 613-943-0018  
Fax: 613-943-4332

Email: [ATIP.AIPRP@cfmws.com](mailto:ATIP.AIPRP@cfmws.com)  
Website: [CAFconnexion.ca](http://CAFconnexion.ca)

---

## Table of contents

<b>Part I – Introduction .....</b>	<b>1</b>
1. Mandate of the Canadian Forces Morale and Welfare Services .....	1
2. Structure of the Access to Information and Privacy Program .....	2
3. Designation order .....	3
<b>Part II – Performance .....</b>	<b>4</b>
1. Requests under the <i>Privacy Act</i> .....	4
2. Requests closed during the reporting period .....	5
3. Disclosures pursuant to subsections 8(2) and 8(5) of the Act .....	8
4. Requests for correction of personal information and notations.....	8
5. Extensions .....	8
6. Consultations from other government institutions and organizations.....	8
7. Consultations on Cabinet confidences.....	8
8. Complaints and investigations.....	8
9. Privacy impact assessments and personal information banks .....	9
10. Material privacy breaches.....	9
11. Resources related to the <i>Privacy Act</i> .....	10
<b>Part III – Other activities and accomplishments .....</b>	<b>11</b>
1. Training and awareness .....	11
2. Policies and procedures .....	11
3. Monitoring compliance .....	11
4. Privacy advice .....	12
5. ATIP community involvement.....	12
<b>Annex A – Designation Order</b>	
<b>Annex B – Statistical report on the <i>Privacy Act</i></b>	

---

## Part I – Introduction

The *Privacy Act* (Revised Statutes of Canada, 1985, Chapter P-21) was proclaimed on July 1, 1983. The Act was amended as a result of the royal assent of Bill C-58 on June 21, 2019.

The *Privacy Act* gives Canadian citizens, permanent residents and individuals present in Canada a right of access to information about themselves held by the government, subject to specific and limited exceptions. The Act also provides individuals the right to a reasonable expectation of privacy, including a basic right to exercise control over the collection, use and disclosure of their personal information.

Section 72 of the *Privacy Act* requires that the head of every federal government institution prepare for submission to Parliament an annual report on the administration of the Act within their institution during each fiscal year.

This annual report provides a summary of the management and administration of the *Privacy Act* within Canadian Forces Morale and Welfare Services (CFMWS) for the fiscal year 2020-2021, for Non-Public Property (NPP), and for the Staff of the Non-Public Funds (NPF), Canadian Forces.

### 1. Mandate of the Canadian Forces Morale and Welfare Services

#### 1.1 Background

The *National Defence Act* (Sections 2 and 38 – 41) vests Non-Public Property (NPP) with the Chief of the Defence Staff (CDS), Base / Wing Commanders and Unit Commanding Officers to be used for the benefit of serving and former Canadian Armed Forces (CAF) personnel and their families.

The CDS has delegated the Managing Director of NPP with the responsibility for the daily administration of NPP. Under the present administrative structure, the Managing Director of NPP responsibility is borne by the Chief Executive Officer of the Staff of the Non-Public Funds (NPF), Canadian Forces.

The collective NPP activities, including those of the Staff of the NPF, Canadian Forces and those programs and services that NPP is providing to the CAF via service level agreements or other arrangements, are managed by the administrative construct known as the Canadian Forces Morale and Welfare Services (CFMWS).

To deliver its mission, CFMWS uses the services of approximately 4,500 employees of the “Staff of the Non-Public Funds, Canadian Forces”, a separate employer under Schedule V of the *Financial Administration Act* of the Government of Canada.

---

## 1.2. Responsibilities

CFMWS operates under a social enterprise business model, with the fundamental belief that we exist to create positive value for our members. Responsive to the changing needs of the CAF, our programs and services build their self-reliance, resilience and readiness by enhancing their mental, social, physical and financial wellbeing.

Working on behalf of the CDS and under the authority of the Minister of National Defence (MND), CFMWS is a trusted partner in the Defence enterprise, operating under the Non-Public Property framework, expending funds in a unique operating model that creates real value for the CAF Community.

CFMWS' mission contributes to the CAF's and Canada's mission by building stronger, more resilient communities, one individual at a time. As part of the military community, our employees are uniquely positioned to improve our members' lives, and our vision for the integration of mental, social, physical and financial services to ensure the wellbeing of our members. CFMWS will continue to enable operational readiness through the improved and enhanced delivery of programs and services that positively impact those we serve and their families in these four key dimensions of wellness areas.

CFMWS operates through eight (8) divisions:

- Personnel Support Programs (PSP),
- Military Family Services (MFS),
- CANEX,
- SISIP Financial,
- Corporate Services (includes COne Membership and Support Our Troops Fund),
- Finance,
- Information Services, and
- Human Resources.

## 2. Structure of the Access to Information and Privacy Program

Prior to 2017-2018, access to information and privacy (ATIP) activities related to NPP and the Staff of the NPF, Canadian Forces were managed by DND's ATIP Office. Following the MND's approval of the NPP ATIP designation order in February 2017, and because the Staff of the NPF, Canadian Forces is a separate agency, CFMWS established its own ATIP Office, which began to operate in April 2017.

The National Manager Access to Information and Privacy (NM ATIP) administers the provisions of the *Privacy Act* within the CFMWS for NPP and the Staff of the NPF, Canadian Forces.

---

The NM ATIP reports to the Director Corporate Services who, in turn, reports to the Vice-President Corporate Services (VP Corp Svcs). The NM ATIP is responsible for managing all activities related to the CFMWS ATIP Program, in accordance with the NPP ATIP designation order and the provisions of the Act, Regulations, directives, policies and guidelines.

The administration of the Act by the NM ATIP is also facilitated at the division levels of CFMWS. Each division has an ATIP point of contact who coordinates the collection of information and provides guidance to division employees on the application of the Act, as well as related CFMWS policies and procedures.

CFMWS was not a party in any service agreement under section 73.1 of the Act, during the reporting period.

### **3. Designation order**

Under section 3 of the Act, the Minister is designated as the head of the government institution for purposes of the administration of the Act. Pursuant to section 73, the Minister may delegate any of his powers, duties or functions under the Act by signing an order authorizing one or more officers or employees of the institution, who are at the appropriate level, to exercise or perform the powers, duties or functions of the head, specified in the order.

Within CFMWS, the NPP ATIP designation order is based on a centralized process with the NM ATIP having full delegated authority under the Act. Full authority under the Act is also delegated to the Managing Director NPP / CEO, Staff of the NPF, Canadian Forces and the VP Corp Svcs who are responsible for the ATIP program.

The NPP ATIP designation order signed by the MND is attached at Annex A.

## Part II – Performance

Government institutions complete statistical reporting forms on the administration of the Act, as prescribed by the Treasury Board of Canada Secretariat (TBS), since 1983. The following provides an overview of key data on CFMWS performance for the fiscal year, as reflected in the 2020-2021 statistical report on the *Privacy Act*, which is attached at Annex B.

### 1. Requests under the *Privacy Act*

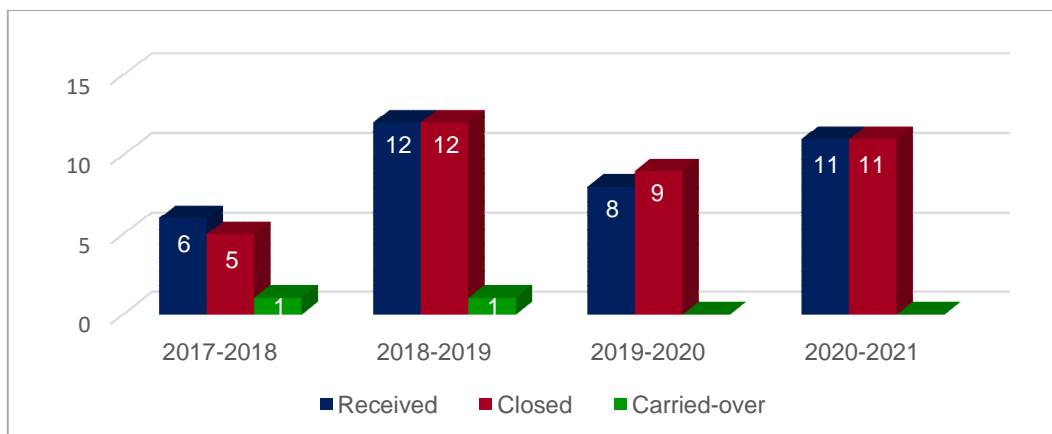
The NM ATIP processes all requests received by CFMWS pursuant to the *Privacy Act*. Each request is first reviewed for clarity and then assigned to one or more divisions of CFMWS that become responsible for locating and retrieving the records containing the information sought.

The CFMWS divisions review their relevant records and provide recommendations to the NM ATIP on any sensitivity related to their disclosure. Where necessary, the NM ATIP also undertakes consultations with other organizations before making a decision on disclosure. The NM ATIP then notifies the requester and provides access to all of the records that can be disclosed.

#### 1.1. Number of requests

CFMWS received and closed 11 personal information requests in 2020-2021. This represents a 37 percent increase compared with the previous reporting period. Chart I provides an overview of the volume of requests processed by CFMWS over the past four (4) fiscal years.

**Chart I –Volume of privacy requests**

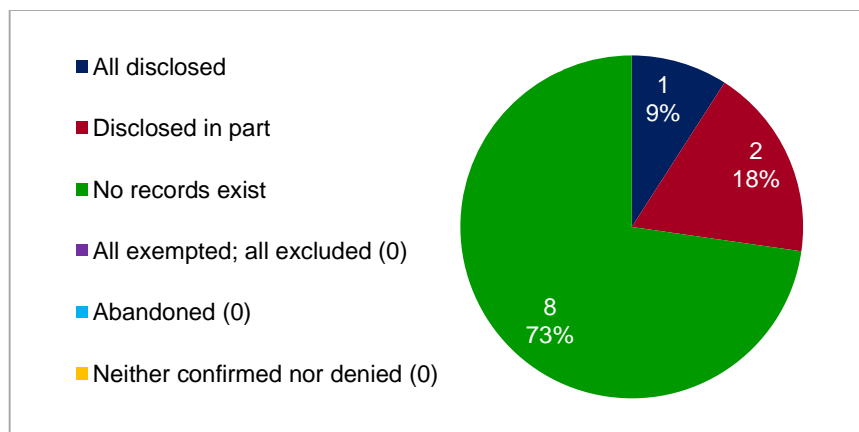


## 2. Requests closed during the reporting period

### 2.1. Disposition and completion time

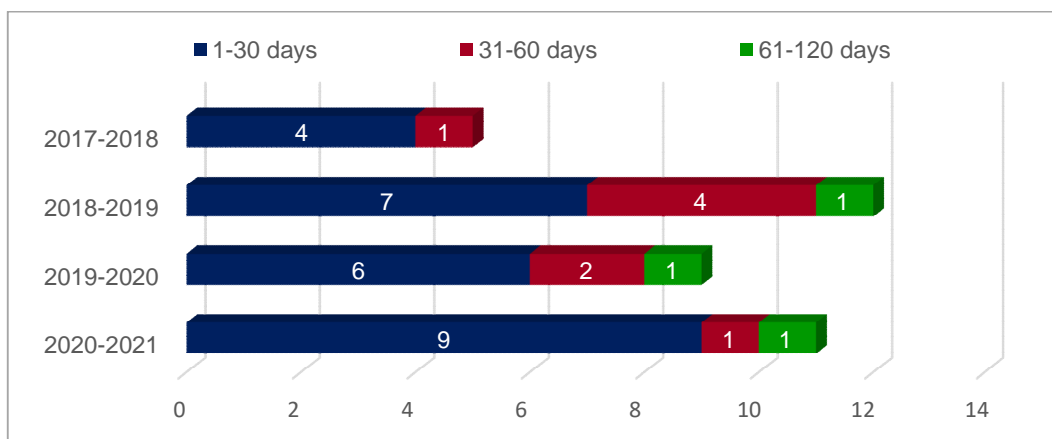
Of the 11 requests closed, the documents were all disclosed in one case (9 percent), the information was disclosed in part in two (2) requests (18 percent), and there was no record for the other eight (8) files (73 percent) because no relevant document was found, or the requested information was not under the control of CFMWS. Chart II provides an overview of the disposition of the privacy requests closed by CFMWS during the fiscal year.

**Chart II – Disposition of privacy requests closed**



The average processing time for all requests closed was 18 days, which is an improvement compared with the average of 35 days in the previous period. Chart III provides the number of requests and days taken by CFMWS to close the files over the past four (4) fiscal years.

**Chart III – Privacy requests completion time**





---

## 2.2. Exemptions

An individual's right of access to his/her personal information under the *Privacy Act* is limited by a number of exemptions specified in sections 18 through 28 of the legislation.

In 2020-2021, the records processed by CFMWS contained personal information about individuals other than the requester that was protected in accordance with section 26 of the Act.

## 2.3. Exclusions

Pursuant to section 69 and 70, the Act does not apply to material that is published or available for purchase, library or museum material preserved solely for public record, material deposited with the Library and Archives Canada, as well as documents considered to be confidences of the Queen's Privy Council of Canada.

CFMWS did not process any record that qualified for exclusion pursuant to sections 69 and 70 of the Act during the reporting period.

## 2.4. Format of information released

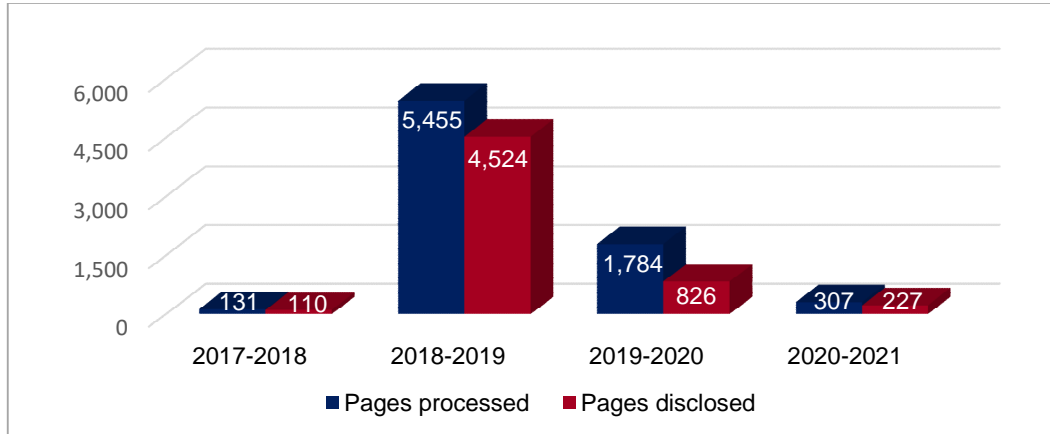
In order to provide quick and efficient client service and to minimize costs as well as the environmental footprint related to printing and the use of paper, CFMWS sends its correspondence by email as well as the records (secured by password), when possible. Otherwise, the information is put on USB key or printed on paper and sent by regular mail.

Of the three (3) requests in which information was released (*all disclosed or disclosed in part*), all of the records (100 percent) were provided in electronic format. There was no case where access was provided in the form of paper copies or in other formats.

## 2.5. Complexity

CFMWS processed 307 pages and released 227 pages in three (3) requests during the reporting period, for an average of 100 pages of records to review per file. This represents a substantial decrease compared with the previous two (2) fiscal years. Chart IV provides the number of pages processed and disclosed by CFMWS over the past four (4) fiscal years.

**Chart IV – Number of pages processed and disclosed**

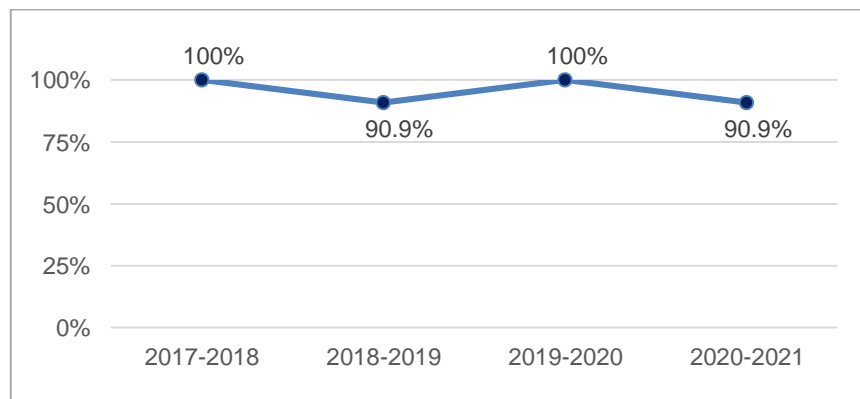


Aside from the volume of records and necessary consultation with another government institution in one file, one case had other complexities.

#### 2.6. Requests closed within legislative timelines

Of the 11 requests processed, 10 files (90.9 percent) were closed within the initial 30-day time limit or the extended due date under the Act. Chart V provides the CFMWS compliance rate over the past four (4) years.

**Chart V – Percentage of requests closed within and beyond legislated timelines**



#### 2.7. Deemed refusals

Only one file fell in a deemed refusal status. The request was closed 50 days beyond the extended deadline under the Act, due to the delay in obtaining a response to a consultation with another government institution.

---

## 2.8. Requests for translation

There was no request for translation of information from one official language to another.

## 3. Disclosures pursuant to subsections 8(2) and 8(5) of the Act

CFMWS did not make any disclosures of personal information to investigative bodies in accordance with paragraph 8(2)(e) of the Act.

There was no disclosure made in the public interest under paragraph 8(2)(m) of the Act and therefore no need to notify the OPC pursuant to subsection 8(5) of the Act.

## 4. Requests for correction of personal information and notations

There was no request for the correction of personal information or for notations to be placed on a file.

## 5. Extensions

Of the 11 requests closed during the fiscal year, two (2) requests (18 percent) needed to be extended in accordance paragraph 15(a) of the Act, due of the volume of records in one case and the consultation required in the other file.

## 6. Consultations from other government institutions and organizations

CFMWS did not receive any consultations during the reporting period.

## 7. Consultations on Cabinet confidences

There was no consultation undertaken with Legal Services or the Privy Council Office on Cabinet confidences.

## 8. Complaints and investigations

CFMWS did not receive any complaints and investigation notices from the Office of the Privacy Commissioner of Canada (OPC).

There was no request for judicial review filed with the Federal Court and the Federal Court of Appeal.

---

## 9. Privacy impact assessments and personal information banks

### 9.1. Privacy impact assessments

In accordance with the TBS *Directive on Privacy Impact Assessment* (PIA), a PIA must be initiated for a program or activity in the following circumstances:

- when personal information is used for or is intended to be used as part of a decision-making process that directly affects the individual;
- upon substantial modifications to existing programs or activities where personal information is used or intended to be used for an administrative purpose; and
- when contracting out or transferring a program or activities to another level of government or the private sector results in substantial modifications to the program or activities.

CFMWS did not complete any PIA during the reporting period.

### 9.2. Personal information banks

In accordance with section 10 of the *Privacy Act*, all personal information under the control of the institution that is used for an administrative purpose, or that is retrievable by name or personal identifier has to be described in personal information banks (PIBs).

Also, as required by the TBS *Directive on Privacy Practices* and *Directive on Privacy Impact Assessment* (PIA), any new or substantially modified PIB has to be approved by TBS before implementing any new or substantially modified program or activity.

In the 2020-2021 fiscal year, CFMWS had 43 active PIBs, including the following new PIB that was registered with TBS:

- Military Family Services Program / Veteran Family Program – CFMWS PPU 825

CFMWS does not have any exempt banks regarding NPP and the Staff of the NPF, Canadian Forces.

## 10. Material privacy breaches

A privacy breach involves improper or unauthorized collection, use, disclosure, retention or disposal of personal information. A privacy breach may occur within an institution or off-site and may be the result of inadvertent errors or malicious actions by employees, third parties, partners in information-sharing agreements or intruders.

A breach is deemed "material" if the breach involves sensitive personal information and could reasonably be expected to cause serious injury or harm to the individual and/or involves a large number of affected individuals.

---

CFMWS reported two (2) material privacy breaches to the OPC and TBS during the reporting period, which are summarised below.

One incident involved a malicious phishing email that resulted in the attacker gaining access to the email account username and password of an employee. CFMWS took immediate steps to block any unauthorized access and secure the information. The other case related to a ransomware cyberattack where some files containing personal information were dumped and potentially sold on the Dark Web. The affected network was immediately shut down upon discovery of the cyberattack.

CFMWS notified the affected individuals of the privacy breaches and of their right to complain to the OPC, and also offered a 2-year free credit monitoring service to the individuals whose social insurance number (SIN) was or may be compromised.

CFMWS takes these matters very seriously and is committed to ensuring that all personal information is protected and treated securely. In order to prevent a recurrence, additional security safeguards have been put in place to further protect personal information, including multi-factor authentication. CFMWS continues to review existing practices and looks to reinforce its security measures to ensure protection of client information.

#### **11. Resources related to the *Privacy Act***

The total costs associated with the administration of the *Privacy Act* amounted to \$114,659 for the 2020-2021 fiscal year. This mainly consists of a portion of the salary and employer costs for the NM ATIP, a full time employee of the Staff of the NPF, Canadian Forces. The other portion is included in the *Access to Information Act* report.

---

## Part III – Other activities and accomplishments

### 1. Training and awareness

Given the complex nature of the *Privacy Act*, the NM ATIP provides guidance and advice to managers and employees at all levels of CFMWS on an as required basis.

No formal training/awareness session was provided during the reporting period. However, the GCcampus free online course entitled *Access to Information and Privacy Fundamentals* (I015) will be mandatory for the employees, commencing in 2021-2022.

### 2. Policies and procedures

For the reference of all employees, corporate policies are available on the CFMWS intranet site.

The *Policy on the Access to Information and Privacy (ATIP) Program* outlines the NPP ATIP designation order and sets out the definitions as well as the roles and responsibilities of all the stakeholders within NPP organizations. The objective of the Policy is to establish consistent practices and procedures for the processing of ATIP requests in order to ensure compliance and enhance the effective application of the *Access to Information Act* and the *Privacy Act* and their Regulations.

The *Policy on Privacy Practices* was developed to establish effective privacy management practices in order to ensure that personal information under the control of NPP entities is managed in a manner that is consistent with the *Privacy Act*, the *Privacy Regulations*, and related TBS policy instruments.

The *Privacy Breach Protocol* outlines the steps to be followed by management and staff in the event of any actual or suspected breach of privacy. The guidance provided in the protocol ensures that when a privacy breach occurs, it is quickly controlled and similar breaches are prevented from occurring.

There were no changes made to the above policies in 2020-2021.

### 3. Monitoring compliance

CFMWS timeliness and compliance under the Act are closely monitored by the NM ATIP and issues are reported to the VP Corp Svcs as required.

In the 2020-2021 fiscal year, CFMWS strived to maintain a high performance and attained a 90.9 percent compliance rate for responding to privacy requests within the legislated timelines.

---

The COVID-19 pandemic did not have any impact on CFMWS's ability to fulfill its responsibilities under the Act, as employees have remote access to electronic tools and documents necessary to perform their duties.

#### **4. Privacy advice**

As a subject matter expert, the NM ATIP is regularly called upon for advice on the management and protection of personal data and related privacy risks, and is also a member of the following CFMWS committees:

- Data Governance Council
- IT Coordinating Committee

During the review period, approximately 150 forms (paper and electronic) were reviewed, and privacy notices and consent statements were developed in accordance with privacy legislative and policy requirements.

#### **5. ATIP community involvement**

The CFMWS NM ATIP participated in the interdepartmental team that completed the technical bid evaluation and the capability and usability evaluation of the products proposed by the vendors for the ATIP Request Processing Software Solution for the Government of Canada.

**Annex A**  
**Designation Order**

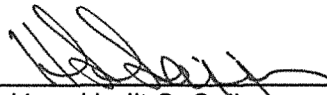


Pursuant to section 73 of the *Access to Information Act* and the *Privacy Act* (the "Acts"), The Minister of National Defence, as the head of a government institution under these Acts, hereby designates the persons holding the following positions or the persons occupying those positions on an acting basis, to exercise all of the powers and perform the duties and functions of the head of a government institution under these Acts concerning non-public property and related or assigned services, programs and operations\*:

- (a) The Managing Director NPP/CEO of the Staff of the Non-Public Funds, Canadian Forces;
- (b) The Chief of Staff and Vice President Corporate Services; and
- (c) The National Manager Access to Information and Privacy Program

\*For greater certainty, this includes all non-public property vested in the commanders of units and other elements and in the Chief of the Defence Staff established under section 38 to 41 of the National Defence Act; all activities of the Staff of the Non-Public Funds, Canadian Forces; and all non-public property services, programs and operations including those public Alternative Service Delivery functions assigned to be executed under the non-public property framework.

Approved

  
\_\_\_\_\_  
The Hon. Harjit S. Sajjan, PC, OMM, MSM, CD, MP  
Minister of National Defence

21 Feb 17  
\_\_\_\_\_  
Date

**Annex B**  
**Statistical report**  
**on the *Privacy Act***



## Statistical Report on the *Privacy Act*

Name of institution: Canadian Forces Morale and Welfare Services

Reporting period: 2019-04-01 to 2020-03-31

### Section 1: Requests Under the *Privacy Act*

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	11
Outstanding from previous reporting period	0
<b>Total</b>	<b>11</b>
Closed during reporting period	11
Carried over to next reporting period	0

### Section 2: Requests Closed During the Reporting Period

#### 2.1 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	1	0	0	0	0	0	0	1
Disclosed in part	0	0	1	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	8	0	0	0	0	0	0	8
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>

## 2.2 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(2)	0	26	2
19(1)(f)	0	22.1	0	27	0
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.4	0		

## 2.3 Exclusions

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

## 2.4 Format of information released

Paper	Electronic	Other
0	3	0

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
307	227	3

## 2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 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
All disclosed	1	13	0	0	0	0	0	0	0	0
Disclosed in part	1	80	1	134	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	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>93</b>	<b>1</b>	<b>134</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	1	0	0	1	2
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>

## 2.6 Closed requests

### 2.6.1 Number of requests closed within legislated timelines

	Requests closed within legislated timelines
Number of requests closed within legislated timelines	10
Percentage of requests closed within legislated timelines (%)	90.9

## 2.7 Deemed refusals

### 2.7.1 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	0	1	0	0

### 2.7.2 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 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	0	1	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
<b>Total</b>	0	1	1

## 2.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

## Section 3: 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 4: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
<b>Total</b>	0

## Section 5: Extensions

### 5.1 Reasons for extensions and disposition of requests

Number of requests where an extension was 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	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
2	0	1	0	0	0	1	0	0

### 5.2 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	Large volume of requests	Documents are difficult to obtain	Cabinet Confidence Section (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	1	0	0	0	1	0	0
31 days or greater								0
<b>Total</b>	0	1	0	0	0	1	0	0

## Section 6: Consultations Received From Other Institutions and Organizations

### 6.1 Consultations received from other Government of Canada institutions and other 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
<b>Total</b>	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over to the next reporting period	0	0	0	0

## 6.2 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	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	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
<b>Total</b>	0	0	0	0	0	0	0	0

## 6.3 Recommendations and completion time for consultations received from other organizations

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	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	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
<b>Total</b>	0	0	0	0	0	0	0	0

## Section 7: Completion Time of Consultations on Cabinet Confidences

### 7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0



## 7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 8: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
0	0	0	0	0

## Section 9: Privacy Impact Assessments (PIA) and Personal Information Banks (PIB)

### 9.1 Privacy Impact Assessments

Number of PIA(s) completed	0
----------------------------	---

### 9.2 Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
	43	1	1	0

## Section 10: Material Privacy Breaches

Number of material privacy breaches reported to TBS	2
Number of material privacy breaches reported to OPC	2

## Section 11: Resources Related to the *Privacy Act*

### 11.1 Costs

Expenditures		Amount
Salaries		\$114,659
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
<b>Total</b>		<b>\$114,659</b>

### 11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.900
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>0.900</b>

**Note:** Enter values to two decimal places.



## Supplemental Statistical Report on the *Access to Information Act* and *Privacy Act*

Name of institution: Canadian Forces Morale and Welfare Services

Reporting period: 2020-04-01 to 2021-03-31

### Section 1: Capacity to receive requests

Enter the number of weeks your institution was able to receive ATIP requests through 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	0

### Section 2: Capacity to process records

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	52	0	0	52

2.1 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	52	0	0	52