



ACCESS TO INFORMATION ACT
ANNUAL REPORT 2023-2024

Prepared as of March 31, 2024

College of Immigration and Citizenship Consultants
Collège des consultants en immigration et en citoyenneté

1002-5500 North Service Road, Burlington, ON L7L 6W6 www.college-ic.ca

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COLLEGE'S NARRATIVE REPORT FOR 2023-2024

INTRODUCTION

The *Access to Information Act* (the Act) gives Canadian citizens, permanent residents or any person or corporation present in Canada a right of access to records under the control of a government institution, subject to specific and limited exceptions. Section 94 of the Act requires that the head of every government institution shall prepare an annual report, which is tabled in Parliament, on the administration of the Act within the institution during the reporting year.

This annual report, covering the reporting year from April 1, 2023 to March 31, 2024, is prepared by the College of Immigration and Citizenship Consultants (the College) for tabling in Parliament in accordance with section 94 of the Act.

Overview of the College of Immigration and Citizenship Consultants

The College is the authority mandated by the Government of Canada to regulate the practice of Regulated Canadian Immigration Consultants (RCICs) and Regulated International Student Immigration Advisors (RISIAs). Its role, authority and powers are established in the *College of Immigration and Citizenship Consultants Act* (Canada). The College sets and enforces the licensing, education, and ethical standards of the profession.

The College regulates immigration and citizenship consultants in the public interest and protects the public by:

- Establishing and administering qualification standards, standards of practice, and continuing education requirements for licensees;
- Establishing and providing training and development programs for licensees;
- Ensuring compliance with the Code of Professional Conduct; and
- Undertaking public awareness activities.

Governance

The College's mandate is to regulate immigration and citizenship consultants in the public interest and protect the public. This federal mandate stems from:

- The *College of Immigration and Citizenship Consultants Act* (College Act)
- The *Immigration and Refugee Protection Act* (IRPA)
- The Immigration and Refugee Protection Regulations
- The *Citizenship Act*

The College Act, among other things:

- Creates a licensing regime for immigration and citizenship consultants;
- Requires that licensees comply with the Code of Professional Conduct;
- Authorizes the College's Complaints Committee to conduct investigations into a licensee's conduct and activities;
- Authorizes the College's Discipline Committee to take or require action if it determines that a licensee has committed professional misconduct or was incompetent;
- Prohibits non-licensees from using certain titles and representing themselves to be licensees;

- Empowers the College to seek an injunction to prevent unauthorized practitioners from contravening those prohibitions;
- Gives the responsible Minister the authority to determine the number of directors on the Board of Directors;
- Requires the Board to do anything that is advisable to carry out the purposes of the College Act; and
- Contains transitional provisions allowing the Immigration Consultants of Canada Regulatory Council to be continued as the College.

The College Act lays out the terms for the Board of Directors. A Leadership Team leads the College.

ORGANIZATIONAL STRUCTURE

The College remains a relatively small organization consisting of a Board of Directors and fewer than 150 full-time employees. The College does not have a formalized Access to Information and Privacy (ATIP) office, but rather, the Chief Operating Officer, together with the support of the Associate Director, Operations, and the Policy Compliance Specialist, assumes the responsibilities of an ATIP Coordinator.

To meet proactive publication requirements of the Act, the Policy Compliance Specialist works with the College's Finance department to collect information about travel and hospitality expenses. The College's Communications and Stakeholder Relations department is responsible for the French translation of these expense reports. The Policy Compliance Specialist connects with Open Government Portal Client Support Services who post travel and hospitality expenses and provide access to information summaries on behalf of the College.

The College did not enter into any service agreements for ATIP services as described in section 96 of the Act during the reporting period.

DELEGATION ORDER

The Delegation Order dated January 19, 2023, designates the Chief Operating Officer to exercise certain powers and perform certain duties and functions of the President & Chief Executive Officer under the Act and is attached hereto and forms part of this annual report (Appendix A).

PERFORMANCE 2023-2024: STATISTICAL REPORT AND INTERPRETATION

The College's statistical report for 2023-2024 is attached hereto and forms part of this annual report (Appendix B). During the period of this report, the College received five (5) requests under the provisions of the Act. Of these, one (1) was a duplicate, one (1) was abandoned and three (3) were submitted to the College in error, i.e., they were intended for another government institution.

All five (5) requests were from members of the public and 100% were completed within legislative timelines. Four (4) requests were completed within 1-15 days and one (1) request in 15-30 days. There were no requests carried over from the previous year and there are no active requests that remain as of the last day of the reporting period. The College received one (1) new complaint

during the reporting period, and it remains open. The complaint is administrative in nature and pertains to the College's Requester Identity Verification Procedure.

TRAINING AND AWARENESS

During the reporting period, the College's Policy Compliance Specialist attended various informative ATIP training sessions (InfoBlitz, Deep Dive Series, etc.) delivered by the Treasury Board of Canada Secretariat (TBS). The Policy Compliance Specialist also received over 20 hours of one-on-one ATIP and privacy instruction from senior trainers at Immigration, Refugees, and Citizenship Canada (IRCC). Select College staff were invited to participate in ATIP training sessions that IRCC regularly delivers to its own staff. Session topics included: ATIP 101 – Appropriate Use and Access of Personal Information; Protect, Secure and Manage Information; and Understanding and Managing ATIP Requests.

An informal training session was held with staff in the College's finance department, to provide instruction on proactive publication activities under Part 2 of the Act. New strategies were implemented to ensure efficient and accurate collection of information about travel and hospitality expenses.

POLICIES, GUIDELINES, AND PROCEDURES

The College has developed several guidelines and procedures that have been implemented to support the College in managing ATIP requests and to comply with TBS policies and directives. Examples include an Access to Information procedure, an Access to and Correction of Personal Information procedure, a Response to ATIP Request form, and a Requester Identity Verification Procedure. In addition, the College now has a dedicated Access to Information and Privacy section on its website which informs the public about the Act and provides instructions on how a request for access to information can be made to the College.

PROACTIVE PUBLICATION UNDER PART 2 OF THE *ACCESS TO INFORMATION ACT*

The College is considered a Government institution as defined in section 3 of the Act, which means it is subject to the following requirements:

Legislative Requirement	Section of the Act	Publication Timeline
Travel Expenses	82	Within 30 days after the end of the month of reimbursement
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement
Reports tabled in Parliament	84	Within 30 days after tabling

In the last reporting period, 2022-2023, the College had not yet published any travel and hospitality expenses on the Open Government Portal. The College discovered late in 2022 that it would need to comply with Part 2 of the Act and that it would need to collect travel and hospitality

expenses retroactively from November of 2021. Despite competing priorities, the College's finance department has collected nearly two years of expense data which has been posted on the Open Government Portal. The College is still unable to access the government network and depends on Open Government Portal Client Services staff to post expenses on its behalf. With new streamlined processes in place, the College expects to be caught up on its proactive publication obligations before the end of this calendar year.

Travel expenses:

https://search.open.canada.ca/travel/?owner_org=cicc-ccic&page=1&sort=start_date+desc

Hospitality expenses:

https://open.canada.ca/en/search/hospitality?f%5B0%5D=hospitalityq_organization_en%3ACollege%20of%20Immigration%20and%20Citizenship%20Consultants

Access to Information Act Annual Report for 2022-2023:

https://college-ic.ca/ICCRC/Assets/Documents/AnnualReport/ATIA_AR_2022-2023_EN.pdf

INITIATIVES AND PROJECTS TO IMPROVE ACCESS TO INFORMATION

The College has developed a formalized procedure for processing access to information requests which tracks the lifecycle of requests and verifies appropriate review and approvals have occurred. The Policy Compliance Specialist has identified department liaisons responsible for delegating tasks to staff within their department who are best suited to gather and review documentation. The College is exploring leveraging its Enterprise Management System to automate the processing of ATIP requests.

SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

During the 2023-2024 reporting year, one complaint was received. The complaint falls under paragraph 30(1)(a) of the Act and challenges the College's Identity Verification Procedure. The College has sought legal advice to assist with the allegation. The complaint remains open, as the College is awaiting a decision from the Office of the Information Commissioner.

MONITORING COMPLIANCE**Processing Time**

The College utilizes an internal tracking log for Access to Information requests. The log reflects key dates and activities for all requests, including deadlines. The Policy Compliance Specialist updates and monitors the tracking log regularly. When requests are received, automated calendar reminders are created to assist with the timely completion of tasks. The Policy Compliance Specialist provides updates to the Associate Director, Operations, and to the Chief Operating Officer throughout the lifecycle of a request.

Inter-institutional Consultations

The College does not receive a high volume of Access to Information requests and has not consulted with other institutions regarding a request.

Frequently Requested Information

Since the College does not receive a high volume of Access to Information requests, no particular type of information has been the object of frequent requests. The College will continue to monitor the types of requests it receives and if it determines that certain information is frequently requested, it will make the information available on its website for future requesters.

Measures Supporting the Right of Public Access

To ensure public access to information, the College includes language regarding the potential disclosure of information pursuant to access to information requests in most of its RFPs, contracts, and agreements.

Accuracy and Completeness

The Policy Compliance Specialist works closely with the Assistant Controller to confirm the accuracy and completeness of the College's proactive publications under Part 2 of the Act. The Chief Operating Officer and the Associate Director, Operations, are updated monthly on the status of the submissions to the Open Government Portal.

APPENDIX A
COLLEGE'S *ACCESS TO INFORMATION ACT*
DELEGATION ORDER

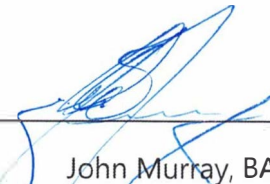
Access to Information Act and Privacy Act Delegation Order

The President & Chief Executive Officer of the College of Immigration and Citizenship Consultants (CICC), 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 in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the President & CEO as the head of the CICC, 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
Chief Operating Officer (COO)	Full authority	Full authority

Dated, at the Town of Oakville, this 19th day of January, 2023



 John Murray, BA, LLB, LLM
 Chief Executive Officer, College of Immigration and Citizenship Consultants

APPENDIX B
COLLEGE'S STATISTICAL REPORT ON THE
ACCESS TO INFORMATION ACT
FOR 2023-2024



Statistical Report on the Access to Information Act

Name of institution: College of Immigration and Citizenship Consultants

Reporting period: 2023-04-01 to 2024-03-31

Section 1: Requests Under the Access to Information Act

1.1 Number of requests

		Number of Requests
Received during reporting period		5
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		5
Closed during reporting period		5
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

1.2 Sources of requests

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

1.3 Channels of requests

Source	Number of Requests
Online	3
E-mail	2
Mail	0
In person	0
Phone	0
Fax	0
Total	5

Section 2: Informal Requests

2.1 Number of informal requests

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

2.2 Channels of informal requests

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

2.3 Completion time of informal requests

Completion Time							
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
0	0	0	0	0	0	0	0

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
0	0	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
0	0	0	0	0	0	0	0	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							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	
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
No records exist	3	0	0	0	0	0	0	3
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	1	1	0	0	0	0	0	2
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	4	1	0	0	0	0	0	5

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	0	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	0	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 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	1	0	1
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	1	0	1

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	5
Percentage of requests closed within legislated timelines (%)	100

4.7 Deemed refusals

4.7.1 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
0	0	0	0	0

4.7.2 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	0	0	0
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	0	0	0

4.8 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 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
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
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	0	0	0

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	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

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	4	\$20.00	0	\$0.00	1	\$5.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	4	\$20.00	0	\$0.00	1	\$5.00

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	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

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: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
1	0	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	0	0	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures	Amount
Salaries	\$31,033
Overtime	\$0
Goods and Services	\$7,520
• Professional services contracts	\$7,520
• Other	\$0
Total	\$38,553

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.400
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.200
Students	0.000
Total	0.600

Note: Enter values to three decimal places.

APPENDIX C
2023-2024 SUPPLEMENTAL STATISTICAL
REPORT ON THE *ACCESS TO INFORMATION*
ACT AND THE PRIVACY ACT



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

Name of institution: College of Immigration and Citizenship Consultants

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 <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	0	0
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	0	0	0

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

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	1
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	1

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 <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	0	0
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	0	0	0

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 2023-24	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 2023-24?	No
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Section 4: Universal Access under the Privacy Act

How many requests were received from foreign nationals outside of Canada in 2023-24?	13
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