

**CANADA DEPOSIT INSURANCE CORPORATION**

*PRIVACY ACT*

**ANNUAL REPORT  
2023-2024**

**Prepared as at March 31, 2024**

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**TAB A**

## **Introduction**

The *Privacy Act* (the “Act”) provides everyone has the right to access personal information held by government institutions and protection of that information against unauthorized use and disclosure. This annual report, covering the period from April 1, 2023, to the end of the financial year, March 31, 2024, is prepared and submitted by Canada Deposit Insurance Corporation (“CDIC”) for tabling in Parliament in accordance with section 72 of the *Privacy Act*.

## **Mandate and Governance**

CDIC was established in 1967 by the *Canada Deposit Insurance Corporation Act*. The objects of the Corporation are:

- a) to provide insurance against the loss of part or all of deposits;
- b) to promote and otherwise contribute to the stability of the financial system in Canada;
- c) to pursue the objects set out in paragraphs (a) and (b) for the benefit of persons having deposits with member institutions and in such manner as will minimize the exposure of the Corporation to loss; and
- d) to act as the resolution authority for its members.

CDIC is administered by a Board of Directors headed by the Chairperson, who is appointed by the Governor in Council. There are six *ex officio* Directors (the President and Chief Executive Officer of CDIC, the Governor of the Bank of Canada, the Deputy Minister of Finance, the Superintendent of Financial Institutions, a Deputy Superintendent of Financial Institutions or an officer of the Office of the Superintendent of Financial Institutions appointed by the Minister, and the Commissioner of the Financial Consumer Agency of Canada), as well as up to six private sector Directors appointed by the Governor in Council. For more information about CDIC, please refer to [www.cdic.ca](http://www.cdic.ca).

CDIC does not have any non-operational subsidiaries during this reporting period.

## **Organizational Structure/Administration of the Act**

CDIC is a relatively small Crown corporation that typically receives very few requests for personal information in any given year. As a result, CDIC does not have a formalized Access to Information and Privacy (“ATIP”) office with staff dedicated to ATIP matters on a full-time basis. Rather, the Chief Legal Officer, Corporate Secretary and Head, Policy Integration assumes the role of ATIP Coordinator and is supported in this capacity by the Director, Legal Services as primary contact. The Advisor, ATIP & Legal Services in conjunction with Senior Legal Counsel supports the Director, Legal Services in reviewing requests for access to information (collectively referred to as the “ATIP Office”). The Advisor, ATIP & Legal Services is responsible for processing requests and consultations under the Act and supporting all other ATIP responsibilities.

To ensure timely and accurate responses to ATIP requests, CDIC has one standby agreement with an external ATIP consultant who is available to assist as needed.

CDIC did not enter into any service agreements for ATIP services for and from other government institutions as described under section 73.1 of the Act during the reporting period.

### **Delegation by Head of Corporation**

The Delegation Order dated October 17, 2022 (the “2022 Delegation Order”) designates the President & CEO, Chief Legal Officer, Corporate Secretary and Head, Policy Integration /Access to Information and Privacy Coordinator and Director, Legal Services to exercise certain powers and perform certain duties and functions of the Chairperson under the Act and is attached and forms part of this annual report (Tab B).

### ***Privacy Act***

#### **Performance 2023-2024: Statistical Report and Interpretation**

CDIC's statistical report for fiscal year 2023-2024 is attached and forms part of this annual report (Tab C). Please see the five-year trend table below. During this reporting period, CDIC received a total of seven formal requests. This represents a 58% decrease when compared to the twelve requests received the previous year. In addition, the number of requests received over the reporting period is equal to the total number of requests that CDIC received in three reporting periods (2019-2020, 2020-2021 and 2021-2022). CDIC received a low of 1 formal request in 2019-2020 and a high of 12 formal requests in the last reporting period.

#### **Five-Year Trend**

	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
No. of Formal Requests Received	1	2	4	12	7
No. of Formal Requests Closed	1	2	4	12	7

In terms of requests received during this reporting period, four were received electronically, two by email and one by regular mail under the provisions of the Act. With respect to six formal requests, CDIC responded to the requesters within the 30 day legislative timeframe indicating that no records existed and with respect to one request, records were identified and released (all disclosed) with no extension claimed and within the 30 day legislative timeframe (i.e. 100% of the formal requests were responded to within the legislated timeframe). Five requests were responded to 1-15 days, and two requests were responded to 15-30 days.

With respect to the percentage of requests for which records were “all disclosed” or “disclosed in part”, 14% were “all disclosed” and 0% were “disclosed in part”. CDIC did not receive any complaints during the reporting period. As of March 31, 2024, there are no active requests and no active complaints.

CDIC received ten additional requests for personal information that were not formal requests as they were missing sufficiently specific information on the location of the personal information. CDIC requested further information from the requesters, but the requesters did not respond.

No requests were carried forward from the previous reporting period. No consultations were received.

### **Training and Awareness**

In fiscal year 2023-2024, all 217 CDIC employees completed annual declarations of compliance with CDIC policies, including CDIC's Access to Information and Privacy Policy. During fiscal year 2023-2024, all current and new CDIC employees received training regarding their responsibilities under the Act. This training is provided on an annual basis to all employees and to new employees shortly after they join. Employees who have functional or delegated responsibility for the administration of the *Privacy Act* and *Privacy Regulations* are encouraged to attend additional in-depth training which is offered by external providers, including the Access to Information and Privacy Communities Development Office.

### **New/Revised Policies, Guidelines and Procedures**

CDIC revised its privacy policy and breach plan during this reporting period. The revised policy and plan were both presented to all CDIC employees during the reporting period.

### **Initiatives and Projects to Improve Privacy**

**Technology Improvements:** In this reporting period, CDIC updated its ATIP Online Request Service ("AORS") with version 4.0 which will introduce a secure two-way messaging channel between ATIP requesters and responding institutions.

### **Complaints, Investigations and Appeals**

As at March 31, 2024, no complaint, investigation, or appeal was brought to the attention of CDIC in relation to the processing and outcome of privacy requests.

### **Material Privacy Breaches**

During this reporting period covered by this report, no material privacy breaches occurred at CDIC.

### **Privacy Impact Assessments (PIA)**

During the period covered by this report, CDIC completed one PIA, which was submitted to the Office of the Privacy Commissioner and the Treasury Board Secretariat. The PIA relates to the first phase of CDIC's payout modernization initiative which aims to enhance CDIC's ability to provide insured depositors with access to funds in the event of the resolution of a member institution. The first phase focused on enhancing internal CDIC functionality, building a higher degree of automation of data compliance and insurance determination processes in a secure cloud

environment. For further information on the PIA, please refer to the [Summary of Payout Modernization Initiative – Privacy Impact Assessment – 2023 \(cdic.ca\)](#)

### **Disclosures under Paragraph 8(2)(m) of the Act**

During this reporting period covered by this report, CDIC did not disclose personal information pursuant to paragraph 8(2)(m) of the Act.

### **Monitoring Processing Time of Privacy Requests**

**Processing Time:** CDIC has established procedures to monitor the time to process personal information requests by completing an internal tracking log spreadsheet, which is updated monthly to reflect key dates and activities for all requests, including deadlines, and automated reminders are set. The ATIP Coordinator oversees the ATIP program at CDIC, and receives reports from the Director, Legal Services as the status of any requests change.

**Consultations:** As CDIC is a small Crown corporation and given the low volume of requests as described above, this inherently serves to limit the need for inter-institutional consultations, of which there were none during the reporting period. Therefore, no monitoring was conducted during the reporting period.

**Frequently Requested Information:** Due to the nature of personal information requests and the moderate number of such requests received by CDIC there are limited, if any, requests for the same information and the information would not generally be made publicly available for privacy reasons.

**Measures Supporting Right of Public Access:** To further ensure the right of public access to personal information, the majority of CDIC's contracts, agreements and arrangements contain language regarding the potential disclosure of information pursuant to personal information requests (subject to any applicable exemptions under the Act).

**TAB B**





## Access to Information Act and Privacy Act Delegation Order

The Chairperson of Canada Deposit Insurance Corporation, pursuant to section 95(1) of the Access to Information Act and section 73(1) of the Privacy Act, hereby delegates to the persons holding the positions set out below, or the persons occupying on an acting basis those positions, the exercise of the powers, duties and functions of the Chairperson of Canada Deposit Insurance Corporation as the head of Canada Deposit Insurance Corporation, under the provisions of the Access to Information Act and Privacy Act and their related regulations. This delegation replaces all previous Access to Information Act and Privacy Act delegation orders.

Position	Access to Information Act and Regulations	Privacy Act and Regulations
President & Chief Executive Officer	Full Authority	Full Authority
Chief Legal Officer, Corporate Secretary and Head, Policy Integration / Access to Information and Privacy Coordinator	Full Authority	Full Authority
Director, Legal Services	Full Authority	Full Authority

Dated, at the City of Toronto, this 17<sup>th</sup> day of October, 2022

DocuSigned by:

*Robert Sanderson*

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Robert Sanderson  
Chairperson of Canada Deposit Insurance Corporation

**TAB C**

## Statistical Report on the *Privacy Act*

Name of institution: Canada Deposit Insurance Corporation

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

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

#### 1.1 Number of requests received

		Number of Requests
Received during reporting period		7
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>7</b>
Closed during reporting period		7
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

#### 1.2 Channels of requests

Source	Number of Requests
Online	4
E-mail	2
Mail	1
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>7</b>

### 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	



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	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	5	2	0	0	0	0	0	7

### 3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	0
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		

### 3.3 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

### 3.4 Format of information released

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

### 3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
2	2	1

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

Less Than 100 Pages Processed	100-500 Pages Processed	501-1000 Pages Processed	1001-5000 Pages Processed	More Than 5000 Pages Processed

<b>Disposition</b>	<b>Number of Requests</b>	<b>Pages Processed</b>	<b>Number of Requests</b>	<b>Pages Processed</b>	<b>Number of Requests</b>	<b>Pages Processed</b>	<b>Number of Requests</b>	<b>Pages Processed</b>	<b>Number of Requests</b>	<b>Pages Processed</b>
All disclosed	1	2	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	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>	1	2	0	0	0	0	0	0	0	0

### 3.5.3 Relevant minutes processed and disclosed for audio formats

<b>Number of Minutes Processed</b>	<b>Number of Minutes Disclosed</b>	<b>Number of Requests</b>
0	0	0

3.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of requests	Minutes Processed	Number of requests	Minutes Processed	Number of requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0

3.5.5 Relevant minutes processed and disclosed for video formats

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

3.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less than 60 Minutes processed		60-120 Minutes processed		More than 120 Minutes processed	
	Number of requests	Minutes Processed	Number of requests	Minutes Processed	Number of requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0



**3.5.7 Other complexities**

<b>Disposition</b>	<b>Consultation Required</b>	<b>Legal Advice Sought</b>	<b>Interwoven Information</b>	<b>Other</b>	<b>Total</b>
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
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>	0	0	0	0	0

**3.6 Closed requests****3.6.1 Number of requests closed within legislated timelines**

<b>Number of requests closed within legislated timelines</b>	7
<b>Percentage of requests closed within legislated timelines (%)</b>	100

**3.7 Deemed refusals****3.7.1 Reasons for not meeting legislated timelines**

<b>Number of requests closed past the legislated timelines</b>	<b>Principal Reason</b>			
	<b>Interference with operations / Workload</b>	<b>External Consultation</b>	<b>Internal Consultation</b>	<b>Other</b>
0	0	0	0	0

**3.7.2 Request 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
<b>Total</b>	0	0	0

**3.8 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 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







## 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
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Section 9: Complaints and Investigations Notices Received

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

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

## 10.1 Privacy Impact Assessments

Number of PIAs completed	1
Number of PIAs modified	0

## 10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	3	0	0	0
Central	49	0	0	0
<b>Total</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Section 11: Privacy Breaches****11.1 Material Privacy Breaches reported**

Number of material privacy breaches reported to TBS	0
Number of material privacy breaches reported to OPC	0

**11.2 Non-Material Privacy Breaches**

Number of non-material privacy breaches	0
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**Section 12: Resources Related to the Privacy Act****12.1 Allocated Costs**

Expenditures		Amount
Salaries		\$7,621
Overtime		\$0
Goods and Services		\$27,201
• Professional services contracts	\$27,201	
• Other	\$0	
<b>Total</b>		<b>\$34,822</b>

**12.2 Human Resources**

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.083
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.296
Students	0.000
<b>Total</b>	<b>0.379</b>

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

# APPENDIX A

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

Name of institution: Canada Deposit Insurance Corporation

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

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Access to Information Act*

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	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
<b>Total</b>	<b>0</b>

**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

<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>
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Row 11, Col. 3 of Section 2.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*

**2.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.**

<b>Fiscal Year Open Complaints Were Received by Institution</b>	<b>Number of Open Complaints</b>
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
<b>Total</b>	<b>0</b>

**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?	0
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Row 1, Col. 1 of Section 4 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*

