



BANK OF CANADA  
BANQUE DU CANADA

# Annual Report on the Administration of the *Access to Information Act*

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For the reporting period of April 1, 2023 – March 31, 2024

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## Introduction

The *Access to Information Act* (ATIA) gives Canadian citizens, permanent residents and any person or corporation present in Canada the right to access corporate records of federal government institutions. Access to information, including corporate information, is a quasi-constitutional right in Canada. The ATIP process is fundamental in supporting an open and democratic society because it enhances the accountability and transparency of federal institutions and enables public debate on the conduct of those institutions.

This report, prepared and tabled in accordance with Section 94 of the *Access to Information Act*, describes the Bank of Canada's access to information activities for 2023–24.

The Bank is not reporting on behalf of any wholly owned subsidiaries or non-operational institutions.

## Bank of Canada Mandate

The Bank of Canada is the nation's central bank. We were founded as Canada's central bank in 1934 and opened our doors in March 1935. In 1938, we became a Crown corporation belonging to the federal government. Our main role, as defined in the Bank of Canada Act, is "to promote the economic and financial welfare of Canada."

The Bank has five core functions:

- ❖ **Monetary policy** – to keep inflation low, stable and predictable
- ❖ **Financial system** – to promote safe, sound and efficient financial systems within Canada and internationally
- ❖ **Currency** - to design, issue and distribute Canada's bank notes
- ❖ **Funds management** – to act as fiscal agent for the Government of Canada, advising on and implementing its public debt and foreign exchange reserve strategies
- ❖ **Retail payments supervision** – to supervise payment service providers, building confidence in the safety and reliability of their services and helping protect users from specific risks

## Delegation and Organizational Structure

The Governor of the Bank of Canada, as the head of the institution, is responsible for the Bank's administration of the ATIP program under section 70(2) of the ATIA. As authorized by section 95(1), the Governor delegates this authority to the General Counsel and Corporate Secretary of the Bank, the Deputy Corporate Secretary and Senior Director Compliance (the Bank's Access to Information and Privacy Coordinator), and the ATIP Director.

A copy of the Bank's Delegation Order is available in [Annex A](#).

The Bank's Executive and Legal Services (ELS) Department is responsible for fulfilling the Bank's compliance obligations under the *Access to Information Act* and the *Privacy Act*. The ATIP Office, within ELS, is tasked with administering the ATIP program; it consists of 8 policy specialists, analysts, and administrator. The Bank uses the services of external consultants as required.

The Bank also has a network of contacts within each department who are responsible for retrieving relevant records and providing advice about the sensitivity of information within the records to the ATIP

Office.

The Bank has other channels through which information is made available to the public. If the ATIP Office receives a formal request for information that is typically available through other channels, the ATIP Office will coordinate a response to the requester through these other channels, as required.

The Bank does not provide any services related to access to information to any other institution per section 96 of the *Access to Information Act*.

## Performance 2023-2024

The following section sets out some statistical highlights from the Bank's Statistical Report on the Access to Information Act. For additional data concerning the Bank's ATIA activities for 2023-24, refer to the statistical report and supplemental report are attached in [Annex B](#) and [Annex C](#).

### Formal Requests

The Bank of Canada received 55 new formal access requests in 2023–24.

- ❖ In addition, 25 requests were carried forward from the previous reporting periods: 17 from 2022-23 and 8 from more than one reporting period.
- ❖ Together they represent a workload of 80 formal requests.
- ❖ 45 requests were completed representing a total output of 4,122 pages processed, including 5 requests which were ultimately abandoned by the requesters accounting for 1,318 of the total processed pages.
- ❖ Of the requests completed, records were fully disclosed for 8 requests and disclosed in part for 23 requests representing 2,793 pages processed. 9 files were closed, with no records existing under the institution's control.
- ❖ 25 were closed within legislated timelines representing a 55.5% completion rate for on-time requests. Information about number of days taken to process requests closed in 2023-24 can be found in section 4.1 of the statistical report (Annex B).
- ❖ No audio or video records were processed for the requests completed this reporting period.
- ❖ 35 requests were carried over to 2024-2025 within and beyond the legislated timelines. Section 1.1 of the supplemental statistical report (Annex C) provides a detailed break-down of carry-over data.
- ❖ The Bank endeavors to respect deadlines and routinely keeps requesters informed of the status of their requests. Requests that are completed beyond the legislated timelines are typically more complex, broad in scope, involve a large volume of records, and require numerous internal and external consultations.

### Informal Requests

The Bank received 19 informal requests during the 2023-24 reporting period.

- ❖ In addition, 4 informal requests were outstanding from the previous reporting period.
- ❖ Of the 23 active informal requests, 14 were closed during the reporting period.
- ❖ 9 informal requests were carried over to the 2024-25 reporting period.

## Consultations

The Bank received 24 new requests for consultation in 2023-2024.

- ❖ 23 consultations originated from other federal institutions, and 1 request from a non-federal institution.
- ❖ In addition, 10 consultations were carried over the previous reporting period.
- ❖ Together, the 34 consultations amounted to 5,908 pages for processing.
- ❖ 21 of the 34 consultations were completed in 2023-24 totaling 2,989 processed pages.
- ❖ 13 consultation requests were carried over to the 2024-25 reporting period, with a total of 2,919 pages to review.

## Extensions

In 2023–24, the Bank took 33 extensions in relation to the 45 completed formal access requests as broken down below:

- ❖ 24 were because meeting the original time limit of 30 days would unreasonably interfere with the institution's operations
- ❖ 5 involved consultations with other federal institutions
- ❖ 4 involved consultations with third parties

## Complaints

The Bank received 9 formal notices of complaint from the Office of the Information Commissioner of Canada (OIC) under section 32 of the *Access to Information Act* in 2023–24.

- ❖ The Bank also continued to process 3 complaints that remained open from previous reporting periods for a total of 12 ongoing complaint files.
- ❖ The Bank made formal representation under section 35 of the ATIA in relation to 2 of the 12 complaints.
- ❖ Of the 12 ongoing complaints, 6 complaints were closed and 6 were carried over to the 2024-2025 reporting period.
- ❖ Of the closed complaints, 2 were well-founded, and in the case of 4 complaints the OIC ceased to investigate per section subsection 30(5) of the ATIA.
- ❖ The OIC did not issue any formal recommendations or formal orders to the Bank in 2023–24.

## Parliamentary Returns

In addition to processing files in relation to the ATIA, the ATIP Office is also responsible for coordinating the Bank's responses to requests for information from the House of Commons and Senate, known as Parliamentary returns. The principles of the *Access to Information Act* and the *Privacy Act* must be considered in the processing of these responses. Providing this information represents a significant part of the annual workload for the ATIP Office.

The Bank received and responded to 49 Parliamentary questions and 1 Senate question for a total of 50 questions in 2023–24, compared with 41 questions in 2022–23.

Notices of motions for the production of papers resemble written questions in that they are requests for information from the government. If adopted, these motions become a formal Order or Address to provide relevant records to Parliament.

The Bank received and responded to 4 Parliamentary motions in 2023–24, compared to 1 in the

previous reporting period.

## Training and Awareness Program

As employees of a federal institution, all Bank staff are responsible for upholding the principles of the ATIA and all staff need to be prepared to support the fulfillment of access to information requests during their daily business. To promote awareness of their roles and responsibilities, all staff receive mandatory ATIP training through a virtual learning module as part of the Bank's onboarding process. In 2023-24, 514 employees completed the ATIP awareness module.

The ATIP Office also offers ad hoc virtual and in-person training and awareness sessions to Bank staff. These sessions focus on the administration of the *Access to Information Act*, as well as best practices for managing corporate information. Staff can also request targeted sessions or more intensive workshops on any topic related to access to information. In 2023-24, the ATIP Office delivered 5 sessions to 39 participants focused on the principles and application of the ATIA. The office introduced the Privacy and Access Centre of Expertise (PACE) Information Hub, an internally accessible site to provide proactive advice to employees tasked with assisting in the processing of requests, as well as general information about the ATIA of interest to all Bank employees.

## Institution Specific Policies, Guidelines and Procedures

As access to information experts for the institution, the ATIP Office has a responsibility to ensure that access considerations are factored into decision-making processes at the Bank.

In 2023-24, the ATIP Office participated in various internal governance committees, providing input and timely feedback to key stakeholders about the Bank's information and data management policies and practices. This includes major Bank initiatives such as supervising retail payment service providers and the adoption of artificial intelligence technology.

## Initiatives and Projects to Improve Access to Information

The ATIP Office strives to make the delivery of access-to-information services as seamless as possible and regularly reviews processes for improvements. The office is mid-way through a multi-year initiative to modernize its case management system to improve efficiencies in the processing of requests and to enable better access for the public.

To assist individuals with making an access to information request, the Bank publishes an inventory of its information holdings on its website. This public inventory, known as *Info Source*, describes the Bank's functions, programs and activities, and their related classes of records and personal information banks.

Through participation on the Bank's Accessibility Working Committee, the ATIP Office is actively engaged in the Bank's efforts to promote and facilitate accessibility for its staff and those making requests for information. In addition, to make access to information more inclusive and facilitate culturally appropriate services for Indigenous requesters, staff are encouraged to take the Bank's Indigenous cultural awareness training.

The ATIP Office also closely monitors trends in incoming access to information requests to identify types of information that are frequently requested and assesses the feasibility of making that information available by other means.

## Monitoring Compliance

The ATIP Office proactively monitors a variety of information networks for any coming changes to legislation that might impact the Bank. This proactive approach allows the Bank to plan effectively and implement any necessary structural or operational changes in a timely manner to ensure the Bank's compliance.

Weekly meetings are held to discuss and closely monitor all active files and keep senior staff, such as the ATIP Director, informed of operations. These meetings help the ATIP Office to better manage heavy workloads and improve response times to external requesters and internal clients. The Bank aims to limit the number of consultations with other government institutions to the greatest extent possible by referring to similar information previously treated and rely on the subject matter expertise of Bank staff. When possible, the Bank will send a courtesy copy of records to be released to another government institution that may have an interest in Bank's treatment of information to be disclosed.

Senior management and the Board of Directors are briefed periodically on operational metrics and annually on the overall administration of the ATIP program. As well, reporting on ATIA priorities occurs through departmental quarterly Entente Progress Reports, and through the Bank's Enterprise Risk Management reporting process.

Further, contracts with third parties clearly indicate that the Bank is subject to the *Access to Information Act* and *Privacy Act* and obliges these entities to support the Bank in the fulfilment of requests made under these statutes, as required. Further the agreements set out the requirements for the secure and appropriate management of Bank information and data by the third parties.

The Bank is committed to upholding the highest standards of personal and professional conduct. Annually, the Bank requires its employees to acknowledge their awareness of, and compliance with, the Code of Business Conduct and Ethics. Within the Code, the Bank recognizes and accepts its responsibility to provide any individual or corporation present in Canada a right of access to information contained in records under the Bank's control. Staff are reminded of their responsibilities regarding the management of corporate information and are required to acknowledge their responsibilities and obligations under the ATIA as part of this annual exercise.

## Proactive Publication

In the spirit of strengthening transparency and accountability across the public sector, and in accordance with the ATIA, the Bank proactively discloses the following information on its website:

- ❖ [information on travel and hospitality expenditures](#)
- ❖ [copies of reports tabled in Parliament](#)
- ❖ [contracts valued over \\$100,000](#)

In collaboration with relevant departments that retrieve information in relation to the Bank's proactive disclosure activities, Financial Services, Communications, and Executive and Legal Services departments also support the Bank fulfill its proactive disclosure requirements. In 2023–24, all documents and reports that the Bank must proactively disclose (100%) were published within legislated timelines.

# Annex A: Delegation of Authority



September 13, 2023

**To:** Steve Thomas  
General Counsel & Corporate Secretary

**From:** Tiff Macklem  
Governor


Lesley Ryan  
Deputy Corporate Secretary and Senior Director, Compliance  
Access to Information and Privacy Coordinator

**Subject:** Delegation of Authority under the Access to Information Act and the Privacy Act

The Governor of the Bank of Canada, 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 on the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers and functions of the Governor as the head of a government institution, under the section of the Act set out in the schedule opposite each position.

### Schedule

Position	Access to Information Act and regulations	Privacy Act and regulations
General Counsel & Corporate Secretary	Full authority	Full authority
Deputy Corporate Secretary and Senior Director, Compliance/ Access to Information and Privacy Coordinator	Full authority	Full authority
Director ATIP	As set out in Appendix A	As set out in Appendix B

  
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Governor Tiff Macklem

Oct 31, 2023  
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(Date)



**Appendix A (Responsibility Delegated to Director ATIP — Access to Information Act)**

Sections	Description
7	Respond to request for access within 30 days; give access or give notice
8	Transfer a request to the government institution with greater interest; give written notice of the transfer to the applicant
9	Extend time limits for responding to request and give notice to Information Commissioner of extension of over 30 days
10	Issue notice where access refused- the record does not exist, or where the institution does not indicate if the records exists or not the specific provisions for refusal if the record existed
11	Administer the collection of fees or waive fees
12(2)(b)	Decide whether to translate requested record(s)
12(3)(b)	Convert record(s) in an alternative format, when necessary and reasonable
13(1)	Shall refuse to disclose any record obtained in confidence from another government
13(2)	May disclose any record referred to in 13(1) if the other government consents to the disclosure or makes the information public
14	May refuse to disclose any record if reasonably injurious to the conduct of Federal-Provincial affairs
15	May refuse to disclose any record if reasonably injurious to international affairs and defence or the detection, prevention, or suppression of subversive or hostile activities
16	May refuse to disclose any record pertaining to law enforcement and investigations, to information that could reasonably be expected to facilitate the commission of an offence, to confidential information on policing services for provinces or municipalities
17	May refuse to disclose any record that could reasonably threaten the safety of individuals
18	May refuse to disclose any record that could reasonably be expected to be materially injurious to the economic interests of Canada
19(1)	Shall refuse to disclose any record that contains personal information as defined in section 3 of the <i>Privacy Act</i>
19(2)	May disclose personal information if: the individual consents; the information is publicly available; disclosure is in accordance with section 8 of the <i>Privacy Act</i>
20	Shall refuse to disclose any record that contains third party information
21	May refuse to disclose any record that contains information related to the operations of government: advice/recommendations; consultations/deliberations; plans for negotiations; plans related to management of personnel
22	May refuse to disclose any record that contains information relating to testing or auditing procedures
23	May refuse to disclose any record that contains information subject to solicitor-client privilege
24	Shall refuse to disclose any record that is subject to statutory prohibitions as set out in Schedule II
25	Shall sever any information that can be disclosed
26	May refuse to disclose any record on reasonable grounds that such material is to be published within a 90-day period or longer
27(4)	May extend the time limit for third party notification
28(4)	Disclose a record pertaining to Third Party following 20 days from the notice having been issued to a third party of the decision to disclose, unless the third party requests a review of the decision as per section 44
68	Deny any record that is excluded in the Act, including published material or material available for purchase by the public
69	Deny any record that is excluded in the Act that constitute confidences of the Queen's Privy Council for Canada

## Appendix B (Responsibility Delegated to Director ATIP — *Privacy Act*)

Sections	Description
8(2)(a)-(l)	Disclose personal information on the basis of the requirements of subsection 8(2)
8(4)	Retain a record of any disclosure made under 8(2)(e)
9(1)	Retain records of use of personal information
9(4)	Notify the Privacy Commissioner of consistent use of personal information and update index accordingly
10	Include personal information in personal information banks
14	Respond to request for access within 30 days; give access or give notice
15	Extend time limit for responding to request for access
16	Issue notice where access refused
17	Form of Access/Language of Access/Alternative format
19(1)	Shall refuse to disclose information obtained in confidence from another government or organization
19(2)	May disclose any information referred to in 19(1) if the other government or organization consents to the disclosure or makes the information public
20	May refuse to disclose information if injurious to the conduct of Federal-Provincial affairs
21	May refuse to disclose if injurious to international affairs and defence or preventing or suppressing subversive or hostile activities
22	May refuse to disclose information prepared by an investigative body, information injurious to the enforcement of a law, or information injurious to the security or penal institutions
23	May refuse to disclose information prepared by an investigative body for security clearances
25	May refuse to disclose information which could reasonably threaten the safety of individuals
26	May refuse to disclose information about another individual, and shall refuse to disclose such information where disclosure is prohibited under section 8
27	May refuse to disclose information subject to solicitor-client privilege
28	May refuse to disclose information relating to the individual's physical or mental health where disclosure contrary to the best interest of the individual
69	Deny any record that is excluded in the Act, including library or museum material preserved solely for public reference or exhibition purposes
70	Deny any record that is excluded in the Act that constitute confidences of the Queen's Privy Council for Canada

### Reference

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#### *Extracts of the Access to Information Act (R.S.C., 1985, c. A-1)*

##### Delegation by head of government institution

**95 (1)** The head of a government institution may, by order, delegate any of their powers, duties, or functions under this Act to one or more officers or employees of that institution.

#### *Extracts of the Privacy Act (R.S.C., 1985, c. P-21)*

##### Delegation by head of government institution

**73 (1)** The head of a government institution may, by order, delegate any of their powers, duties, or functions under this Act to one or more officers or employees of that institution.

## Annex B: Statistical Report 2023-2024

<b>Name of institution:</b>	Bank of Canada
<b>Reporting period:</b>	01/04/2023 to 31/03/2024

### Section 1: Requests Under the *Access to Information Act*

#### 1.1 Number of requests

		Number of Requests
Received during reporting period		55
Outstanding from previous reporting periods		25
• Outstanding from previous reporting period	17	
• Outstanding from more than one reporting period	8	
<b>Total</b>		<b>80</b>
Closed during reporting period		45
Carried over to next reporting period		35
• Carried over within legislated timeline	12	
• Carried over beyond legislated timeline	23	

#### 1.2 Sources of requests

Source	Number of Requests
Media	4
Academia	2
Business (private sector)	3
Organization	0
Public	1
Decline to Identify	45
<b>Total</b>	<b>55</b>

### 1.3 Channels of requests

Source	Number of Requests
Online	0
E-mail	17
Mail	38
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>55</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

		Number of Requests
Received during reporting period		19
Outstanding from previous reporting periods		4
<ul style="list-style-type: none"> <li>Outstanding from previous reporting period</li> </ul>	4	
<ul style="list-style-type: none"> <li>Outstanding from more than one reporting period</li> </ul>	0	
<b>Total</b>		<b>23</b>
Closed during reporting period		14
Carried over to next reporting period		9

### 2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	19
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>19</b>

## 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
6	3	0	4	0	0	1	14

## 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
12	460	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
1	4	0	0	1	657	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
<b>Total</b>	<b>0</b>
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	2	1	2	3	0	0	8
Disclosed in part	0	1	4	5	3	4	6	23
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	8	0	0	1	0	0	9
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	3	0	0	1	0	0	1	5
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>11</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>45</b>

### 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	1	16(2)	0	18(a)	2	20.1	0
13(1)(b)	3	16(2)(a)	0	18(b)	2	20.2	0
13(1)(c)	2	16(2)(b)	1	18(c)	0	20.4	0
13(1)(d)	1	16(2)(c)	7	18(d)	8	21(1)(a)	10
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	13
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	5	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	1
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)	16	22.1(1)	0
15(1) – I.A.*	8	16.2(1)	0	20(1)(a)	0	23	3

15(1) – Def.*	0	16.3	0	20(1)(b)	6	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)	12	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	3				
16(1)(c)	2						
16(1)(d)	0						

\*I.A.: International Affairs      Def.: Defence of Canada      S.A.: Subversive Activities

#### 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)	1
		69(1)(f)	0	69.1(1)	0

#### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
2	29	0	0	0	0

#### 4.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
4,122	1,773	36

**4.5.2 Relevant pages processed per request disposition for paper and e-record formats by size of requests**

Disposition	Less 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 Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	8	11	0	0	0	0	0	0	0	0
Disclosed in part	15	369	7	1893	1	531	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	4	0	0	0	0	0	1	1318	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Decline to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>27</b>	<b>380</b>	<b>7</b>	<b>1893</b>	<b>1</b>	<b>531</b>	<b>1</b>	<b>1318</b>	<b>0</b>	<b>0</b>

**4.5.3 Relevant minutes processed and disclosed for audio formats**

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

**4.5.4 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
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

#### 4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	1	0	1
Disclosed in part	2	1	2	5
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
<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>

#### 4.6 Closed requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	25
Percentage of requests closed within legislated timelines (%)	55.55555556

#### 4.7 Deemed refusals

##### 4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past legislated timelines	Principal Reason			
	Interference with operations / Workload	External Consultation	Internal Consultation	Other
20	17	1	1	1

#### 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	1	5	6
16 to 30 days	0	3	3
31 to 60 days	0	1	1
61 to 120 days	0	2	2
121 to 180 days	0	1	1
181 to 365 days	0	2	2
More than 365 days	1	4	5
<b>Total</b>	<b>2</b>	<b>18</b>	<b>20</b>

#### 4.8 Requests for translation

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

### 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	5	0	0	0
Disclosed in part	17	0	5	4
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	0	0
No records exist	1	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0

<b>Total</b>	<b>24</b>	<b>0</b>	<b>5</b>	<b>4</b>
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## 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	3	0	0	2
31 to 60 days	4	0	1	2
61 to 120 days	17	0	4	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
<b>Total</b>	<b>24</b>	<b>0</b>	<b>5</b>	<b>4</b>

## Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	55	\$275.00	0	\$0.00	0	\$0.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>55</b>	<b>\$275.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>

## Section 7: Consultations Received From Other Institutions and Organizations

### 7.1 Consultations received from other Government of Canada Institutions and other organizations

Consultations	Other Government of Canada Institutions	Numbers of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	23	1696	1	27
Outstanding from the previous reporting period	10	4185	0	0
<b>Total</b>	<b>33</b>	<b>5881</b>	<b>1</b>	<b>27</b>

Closed during the reporting period	20	2962	1	27
Carried over within negotiated timelines	3	390	0	0
Carried over beyond negotiated timelines	10	2529	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							
	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
Disclose entirely	5	2	0	1	0	0	0	8
Disclose in part	0	3	0	2	3	2	2	12
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institutions	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>20</b>

### 7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							
	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
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	1	0	0	0	0	0	1
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institutions	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0

<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
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**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	1	0	6	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>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 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
9	4	2

### 9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issues by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	2	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	\$946,740
Overtime	\$0
Goods and Services	\$49,392
<ul style="list-style-type: none"> <li>Professional service contracts</li> </ul>	\$11,288

• Other	\$38,104	
<b>Total</b>		<b>\$996,132</b>

**11.2 Human Resources**

<b>Resources</b>	<b>Person Years Dedicated to Access to Information Activities</b>
Full-time employees	11.070
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.153
Students	0.000
<b>Total</b>	<b>11.223</b>



## Annex C: 2023–24 Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

<b>Name of institution:</b>	Bank of Canada
<b>Reporting period:</b>	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 within legislated timelines as of March 31, 2024	Open Requests that are beyond legislated timelines as of March 31, 2024	Total
Received in 2023-2024	12	17	29
Received in 2022-23	0	3	3
Received in 2021-22	0	2	2
Received in 2020-21	0	1	1
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>12</b>	<b>23</b>	<b>35</b>

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

Fiscal Year Open Complaints were received by Institution	Number of Open Complaints
Received in 2023-2024	6
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>6</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 within legislated timelines as of March 31, 2024	Open Requests that are beyond legislated timelines as of March 31, 2024	Total
Received in 2023-2024	1	1	2
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>1</b>	<b>1</b>	<b>2</b>

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 2023-2024	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 2023-2024?	No
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**Section 4: Universal Access under *the Privacy Act***

<b>How many requests were received from confirmed foreign nationals outside of Canada in 2023-2024?</b>	1
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