

## **Complaints**

Of the 54 complaints received during the year by the two Commissioners' Offices concerning the Department (compared to 48 the previous year), six were under the *Privacy Act*.

None of the complaints under the *Privacy Act* concerned delay (down from four the previous year). Only one complaint was completed and it was considered not substantiated.

## **Requests for Correction of Information**

No requests for correction of information held by the Department were received during the period of this report.

## **Privacy Impact Assessments**

Treasury Board's policy on Privacy Impact Assessments came into effect on May 1, 2002, and work is under way in many program areas to prepare assessments. The ATIP Office has been participating fully in this work, and the impact on the office has already been considerable. As the Department attempts to balance security interests and privacy issues, it is probable that pressures on the ATIP office will continue to increase.

## **Formal/Informal Interface**

There has been no change since the last report. Employees of the Department continue to be able to have access to personnel files on an informal basis, usually without recourse to the ATIP Office. Requests from individuals have been handled as expeditiously as possible, formally and informally.