

## **Complaints**

Of the 48 complaints received during the year by the two Commissioners' Offices concerning the Department, 7 were under the *Privacy Act*.

4 of the complaints under the *Privacy Act* concerned delay (down from 22 in the previous year). Of the 28 *Privacy Act* complaints completed (of which 23 were carried over from the previous fiscal year), 22 were considered to be resolved and 6 were 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.

As Senior Advisor on privacy issues to the Department, the Director of the Access to Information and Privacy Protection Division (the ATIP Office) regularly provides advice and guidance on important and sensitive policy issues, including the handling and protection of personal information on employee files as well as personal information on others gathered and held on departmental files. Regular intra-departmental briefings and accumulated experience, from training and individual file processing, are resulting in growing awareness of the need to meet the requirements of the *Privacy Act*. The ATIP Office is consulted with increasing frequency by departmental units at headquarters and abroad on the proper handling and protection of information concerning individuals. Informal requests for personal information from the Department's information banks are also handled in the ATIP Office.

## **Privacy Impact Assessments**

As the Department prepares to comply with future requirements for Privacy Impact Assessments, work is underway in many program areas to prepare assessments, and the ATIP Office has been readying itself to participate fully in briefings and information sessions on this subject.

## **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.