

# Annual Report to Parliament: *Access to Information Act*

April 1, 2021 to  
March 31, 2022

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# About the Corporation

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## Introduction

The *Access to Information Act* (the Act) gives Canadians, permanent residents, or any person or entity present in Canada the right to obtain certain information that is under the control of a government institution. As a Crown Corporation, Canada Mortgage and Housing Corporation (CMHC) is subject to the Act and we are required to submit an annual report to Parliament on the administration of the Act during the fiscal year. This report describes how we administered the the Act throughout the 2021-2022 fiscal year.

This year, we saw a significant increase in the number of access to information requests (41% increase) and a decrease in pages under review (203% decrease) over the previous reporting period.

While the global pandemic caused by COVID-19 impacted operations across government, our release trends remained stable. This is the result of our early, pre-pandemic investment in technology and business transformation that digitized our operations and included strong records retention policies, and our work culture shift to a *Results-Only Work Environment*™ as well as employees' ability to work remotely prior to the pandemic that helped our teams remain operational across the country that helped our teams remain operational across the country.

## Who we are

We exist for a single reason: to make housing affordable for everyone in Canada. We know that housing helps people stay employed, do better in school and participate more fully in society. Housing affordability and a stable housing finance system support a stronger, safer Canada where everyone can live with dignity.

***Our Aspiration: By 2030 everyone in Canada has a home that they can afford and that meets their needs.***

We derive our authorities from the *Canada Mortgage and Housing Corporation Act* (CMHC Act) and the *National Housing Act* (NHA). The CMHC Act established us as a Crown Corporation and sets out the various powers and functions of the corporation.

The NHA provides us with our mandate which, pursuant to section 3, is to “promote housing affordability and choice, to facilitate access to, and competition and efficiency in the provision of housing finance, to protect the availability of adequate funding for housing at low cost, and generally to contribute to the well-being of the housing sector in the national economy.”

# Administration of the *Access to Information Act*

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## Delegation of authority

Corporately, we have approximately 2,350 employees located across Canada. The Access to Information and Privacy Office (ATIP Office) is staffed by two senior analysts, a part-time administrative assistant and a senior manager with split responsibilities between ATIP and other functions.

The President and Chief Executive Officer delegates their powers and duties to the Chief of Staff, the Senior Manager, and Senior Analysts to allow us to meet our legislated requirements. See Appendix B for the Delegation Order.

The ATIP Office's main responsibilities include:

- Responding to all requests and enquiries under the ATIA and the *Privacy Act (PA)*;
- Providing advice and guidance to employees and senior management on Access to Information and Privacy matters;
- Delivering training and awareness on Access to Information and Privacy;
- Developing and implementing policies, procedures and guidelines in support of the ATIP legislation;

## Improving training and awareness

As we continue to see an increase in complexity and volume of requests, we continue to provide employee training about the Act and provide additional resources to help our colleagues identify, retrieve, and process records.

Throughout the year, we provided training, advice and opinions to a total of 5 teams, and 63 employees in respect to requests for information and ATIP overall.

## Policies, Guidelines, Procedures and Initiatives

### Proactive Disclosure

In keeping with the Government of Canada's commitment to openness and accountability and our commitment to transparency, we continue to proactively publish contracts over \$10,000 as well as the travel and hospitality expenses of senior officials on our website. We also publish Briefing Note titles monthly on our website, Question Period cards, and ministerial transition materials. In addition, completed request titles (not personal in nature) are published on [open.canada.ca](http://open.canada.ca).

# Monitoring Compliance

We use an automated case management solution to monitor the time to process Access to Information requests. This software provides us with a secure and flexible system to manage requests for information and record project details.

In addition, weekly status reports which include the legislated due dates to the requesters are prepared and submitted to the President’s Office sector and senior management on a weekly basis.

# Information Holdings

A description of institutional classes of records and personal information banks for CMHC are found in the publication Info Source 2021 - Sources of Federal Government and Employee Information – Canada Mortgage and Housing Corporation, available on CMHC’s website.

# Report on the *Access to Information Act*

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## Performance 2021-2022

During the reporting period, April 1, 2021, to March 31, 2022, we received 189 new requests under the ATIA. This is an 41% increase over the previous reporting period and a 166% increase from 2019-2020. In addition, 13 requests were carried over from 2020-2021.

One hundred and seventy three requests were completed during the reporting period and 29 requests will be carried forward to the next reporting period. Table I provides the request processing trends of the past three reporting periods.

Table I: Processing Trends of Requests under the Act

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2019-2020	9	71	61	19
2020-2021	19	134	142	13
2021-2022	29	189	173	29

The public was the main source of requests, accounting for 114 requests. Table II provides a comparison of sources of requests received over the last three reporting periods.

Table II: Requests Received Under the Act by Source

Fiscal Year	Academia	Business	Decline to Identify	Media	Organization	Public
2019-2020	4	4	3	13	14	33
2020-2021	4	3	0	17	7	103
2021-2022	4	7	12	48	4	114

Responses to formal Access to Information requests involved a page-by-page review of 50,297 pages, representing a 203% decrease in pages reviewed over the previous fiscal year (the decrease is due to one lengthy request in previous reporting period, of roughly 60,000 pages) and a 32% increase from 2019-2020. Of the pages reviewed, 15,483 relevant pages (full or partial) were disclosed. Table III outlines trends for relevant pages reviewed and released by CMHC over the last three reporting periods.

Table III: Relevant Pages Review and Released

Fiscal Year	Pages Released	Pages Reviewed
2019-2020	27,281	38,011
2020-2021	103,538	152,419
2021-2022	15,483	50,297

The substance of the requests covered the entire range of our programs and business activities, including the National Housing Strategy (NHS), First-Time Home Buyer Incentive (FTHBI), Mortgage Loan Insurance, Securitization, Innovation, Research and Policy. Requesters asked for and received paper or electronic copies (via email, on a CD or USB) of requested information.

## Other Requests

We also received 32 consultation requests from other Government of Canada Institutions. No consultation from another Government of Canada Institution is outstanding from 2020-2021. We did not receive any consultation requests from other organizations.

Table IV outlines consultation request processing trends of the last three reporting periods.

Table IV: Processing Trends for Consultations

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2019-2020	3	46	48	1
2020-2021	1	30	26	5
2021-2022	5	37	36	1

We were asked to review 510 pages of information, compared to 679 pages in total during the 2020-2021 reporting period.

In addition, we processed 70 informal requests which is a 19% increase from the previous reporting period.

The ATIP Office acted as a resource for CMHC staff, offering advice and guidance on provisions of the legislation and its application to various CMHC activities.

## Disposition of Completed Requests

The disposition of the 173 requests completed in 2021-2022 is as follows:

- 27 fully disclosed;
- 71 partially disclosed;
- 0 excluded in entirety;
- 5 exempted in entirety;
- 0 transferred to another institution;
- 26 abandoned by applicant; and
- 44 No records exist.

Table V: Percentages of Disclosures

All Disclosed	Disclosed in Part	Excluded in Entirety	Exempted in Entirety	Transferred	Abandoned	No Records Exist
16%	41%	0%	3%	0%	15%	25%

## Completion Time and Extensions

We responded to 173 requests in 2021-2022. Table VI compares the percentage of requests completed within specified time frames over the last three reporting periods.

Table VI: Percentage of requests completed over the last three reporting periods

Fiscal Year	30 days or less	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days
2019-2020	46%	13%	25%	3%	11%	2%
2020-2021	51%	13%	30%	4%	1%	0%
2021-2022	55%	13%	20%	9%	3%	0%

In 86 instances, we sought an extension to the prescribed time limit to search through a large volume of records or to consult other government institutions or third parties.

# Exemptions Invoked

In 2021-2022, we invoked 366 exemptions pursuant to specific sections of the Access to Information Act. The exemptions were as follows:

- Section 13(1): Information obtained in confidence (2);
- Section 16(1): Law enforcement and investigations (2)
- Section 16(2): Security (16)Section 16.1: Records relating to investigations, examinations and audits (5)Section 17: Safety of Individuals (1)
- Section 18: Economic interests of Canada (61);
- Section 19(1): Personal information (40);
- Section 20(1): Third party information (133);
- Section 21: Operations of Government (99);
- Section 22: Internal audits (2); and
- Section 23: Solicitor-client privilege (5).

# Exclusions Cited

Eight requests had exclusions cited under section 69 for Confidences of the Queen’s Privy Council for Canada.

# Complaints and Investigations

A total of 4 new complaints were filed on CMHC requests under the Act with the Information Commissioner during the reporting period. Of these complaints that are ongoing, 1 complaint was discontinued. There are 12 on-going complaints, 1 of which is an outstanding complaint from the 2012-2013 fiscal year.

No court cases involving CMHC were filed in 2021-2022.

No audits in relation to our obligations under the Act were carried out during the reporting period.

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2019-2020	2	2	1	1
2020-2021	1	10	7	3
2021-2022	3	4	2	2



## Fee payable

During the reporting period, we collected \$900.00 in application fees for a total of 180 requests. The fees were waived or refunded on 9 requests.

## Costs

During 2021-2022, we incurred an estimated \$264,400 in salary costs. No other costs were required by the ATIP Office to administer the ATIA.

The 2021-2022 Statistical Report is included as Annex A of this report.

# Annex A: Statistical Report on the Access to Information Act



Government of Canada  
Gouvernement du Canada

Name of institution: Canada Mortgage and Housing Corporation

Reporting period: 01/04/2021 to 31/03/2022

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

### 1.1 Number of requests

	Number of Requests
Received during reporting period	189
Outstanding from previous reporting periods	13
• Outstanding from previous reporting period	13
• Outstanding from more than one reporting period	0
<b>Total</b>	<b>202</b>
Closed during reporting period	173
Carried over to next reporting period	29
• Carried over within legislated timeline	29
• Carried over beyond legislated timeline	0

## 1.2 Sources of requests

Source	Number of Requests
Media	48
Academia	4
Business (private sector)	7
Organization	4
Public	114
Decline to Identify	12
<b>Total</b>	<b>189</b>

## 1.3 Channels of requests

Source	Number of Requests
Online	123
E-mail	5
Mail	61
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>189</b>

## Section 2: Informal Requests

### 2.1 Number of informal requests

	Number of Requests
Received during reporting period	70
Outstanding from previous reporting periods	0
<ul style="list-style-type: none"> <li>Outstanding from previous reporting period</li> </ul>	0
<ul style="list-style-type: none"> <li>Outstanding from more than one reporting period</li> </ul>	0
<b>Total</b>	<b>70</b>
Closed during reporting period	70
Carried over to next reporting period	0

### 2.2 Channels of informal requests

Source	Number of Requests
Online	70
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>70</b>

### 2.3 Completion time of informal requests

Completion Time							Total
1 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	
59	6	2	3	0	0	0	70

## 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 Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages 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
49	1,287	14	2,651	2	1,331	2	5,207	3	185,046

# 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
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120	1 to 15 Days	16 to 30 Days	31 to 60 Days	
All disclosed	4	11	3	7	2	0	0	27
Disclosed in part	1	22	14	21	8	5	0	71
All exempted	1	0	3	1	0	0	0	5
All excluded	0	0	0	0	0	0	0	0
No records exist	4	29	3	3	5	0	0	44
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	22	1	0	2	1	0	0	26
Neither confirmed nor denied	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>

## 4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)(b)	16(2)(b)	19(1)	0
13(1)(b)	0	16(2)(c)	16(2)(c)	20(1)(a)	0
13(1)(c)	2	16(3)	16(3)	20(1)(b)	40
13(1)(d)	0	16.1(1)(a)	16.1(1)(a)	20(1)(b.1)	0
13(1)(e)	0	16.1(1)(b)	16.1(1)(b)	20(1)(c)	52
14	0	16.1(1)(c)	16.1(1)(c)	20(1)(d)	52
14(a)	0	16.1(1)(d)	16.1(1)(d)	20.1	0
14(b)	0	16.2(1)	16.2(1)	20.2	0
15(1)	0	16.3	16.3	20.4	0
15(1) - I.A.*	0	16.4(1)(a)	16.4(1)(a)	21(1)(a)	37
15(1) - Def.*	0	16.4(1)(b)	16.4(1)(b)	21(1)(b)	42
15(1) - S.A.*	0	16.5	16.5	21(1)(c)	20
16(1)(a)(i)	0	16.6	16.6	21(1)(d)	0
16(1)(a)(ii)	0	17	17	22	1
16(1)(a)(iii)	0	18(c)	38	22.1(1)	1
16(1)(b)	0	18(d)	18	23	0
16(1)(c)	2	18.1(1)(a)	0	23.1	5
16(1)(d)	0	18.1(1)(b)	5	24(1)	0
16(2)	16(2)	18.1(1)(c)	0	26	0
16(2)(a)	16(2)(a)	18.1(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)(a)	0	69(1)(g) re (b)	0
68(b)	0	69(1)(b)	0	69(1)(g) re (c)	0
68(c)	0	69(1)(c)	0	69(1)(g) re (d)	0
68.1	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(a)	0	69(1)(e)	0	69(1)(g) re (f)	1
68.2(b)	0	69(1)(f)	0	69.1(1)	0
69(1)	0	69(1)(g) re (a)	0		

### 4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
69	31	0	0	0	0

### 4.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
50,297	15,483	129



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	21	407	6	905	0	0	0	0	0	0
Disclosed in part	35	1,014	21	4,365	4	2,234	9	21,971	2	15,042
All exempted	4	111	1	164	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	24	25	0	0	0	0	2	4,059	0	0
Neither confirmed nor denied	0	0	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	0	0
<b>Total</b>	<b>84</b>	<b>1,557</b>	<b>28</b>	<b>5,434</b>	<b>4</b>	<b>2,234</b>	<b>11</b>	<b>2,6030</b>	<b>2</b>	<b>15,042</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	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
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>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 4.5 Closed requests

##### 4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	Percentage of requests closed within legislated timelines (%)
172	99.42196532

#### 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
1	1	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	1	1
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>	<b>0</b>	<b>1</b>	<b>1</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	8	0	1	3
Disclosed in part	45	0	4	6
All exempted	4	0	1	0
All excluded	0	0	0	0
Request abandoned	3	0	0	0
No records exist	11	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
<b>Total</b>	<b>71</b>	<b>0</b>	<b>6</b>	<b>9</b>

## 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	13	0	2	1
31 to 60 days	9	0	1	4
61 to 120 days	18	0	3	1
121 to 180 days	3	0	0	2
181 to 365 days	27	0	0	0
365 days or more	1	0	0	1
<b>Total</b>	<b>71</b>	<b>0</b>	<b>6</b>	<b>9</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	180	\$900.00	7	\$35.00	2	\$10.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
<b>Total</b>	<b>180</b>	<b>\$900.00</b>	<b>7</b>	<b>\$35.00</b>	<b>2</b>	<b>\$10.00</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	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	32	510	0	0
Outstanding from the previous reporting period	5	0	0	0
<b>Total</b>	<b>37</b>	<b>510</b>	<b>0</b>	<b>0</b>
Closed during the reporting period	36	494	0	0
Carried over within negotiated timelines	1	16	0	0
Carried over beyond negotiated timelines	0	0	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							Total
	1 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	
Disclose entirely	13	2	1	0	0	0	0	16
Disclose in part	7	4	3	0	0	0	0	14
Exempt entirely	0	2	0	0	0	0	0	2
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	2	2	0	0	0	0	0	4
<b>Total</b>	<b>22</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>36</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							Total
	1 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	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	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>



# 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
<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>

## 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
4	0	1

## 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 orders issued 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	\$264,400
Overtime	\$0
Goods and Services	\$0
<ul style="list-style-type: none"> <li>• Professional services contracts</li> </ul>	\$0
<ul style="list-style-type: none"> <li>• Other</li> </ul>	\$0
<b>Total</b>	<b>\$264,400</b>

## 11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	3.000
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
<b>Total</b>	<b>3.000</b>

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

# Annex B – Delegation Order

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Order Under Section 73 of the *Access to Information Act* and Section 73 of the *Privacy Act*

Pursuant to the authority conferred upon me by Section 95(1) of the *Access to Information Act* and Section 73(1) of the *Privacy Act*, I designate the persons holding the positions set out in the attached Schedule, including any person designated in writing to act in the place of the holder of such position, to exercise the powers, duties and perform the functions of the President as the head of a government institution under the Acts as set out in the Schedule opposite each position.



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President  
Canada Mortgage and Housing Corporation

Date: December 21, 2021

# Schedule

## *Access to Information Act*

Position	Sections
Chief of Staff	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4); 29(1); 33; 35(2); 37(4); 43(1); 44(2); 52(2); 52(3); 71; 77.
Senior Manager, Briefings and ATIP	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4); 29(1); 33; 35(2); 37(4); 43(1); 44(2); 52(2); 52(3); 71; 77.
Senior Analyst, Access to Information and Privacy	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4).

## *Access to Information Act Regulations*

Position	Sections
Chief of Staff	6(1); 7(2); 7(3); 8
Senior Manager, Briefings and ATIP	6(1); 7(2); 7(3); 8
Senior Analyst, Access to Information and Privacy	6(1); 7(2); 7(3); 8

## Privacy Act

Position	Sections
Chief of Staff	8(2)(j); 8(2)(m); 8(4); 8(5); 14; 15; 16; 17(2)(b); 19(1); 19(2); 20; 21; 22; 22.3; 23; 24; 25; 26; 27; 28; 31; 33(2); 35(1); 35(4); 37(3); 51(2)(b); 51(3); 72(1); 77
Senior Manager, Briefings and ATIP	8(2)(j); 8(2)(m); 8(4); 8(5); 14; 15; 16; 17 (2)(b); 19(1); 19(2); 20; 21; 22; 22.3; 23; 24; 25; 26; 27; 28; 31; 33(2); 35(1); 35(4); 37(3); 51(2)(b); 51(3); 72(1); 77
Senior Analyst, Access to Information and Privacy	8(2)(j); 8(2)(m); 8(4); 8(5); 14; 15; 16; 17(2)(b); 19(1); 19(2); 20; 21; 22; 22.3; 23; 24; 25; 26; 27; 28; 31; 33(2); 35(1); 35(4); 37(3); 51(2)(b); 51(3); 72(1); 77
Chief Risk Officer	8(2)(j); 8(2)(m);8(5); 9(1); 9(4); 10;18(2);19(2); 33(2); 35(1); 36(3); 37(3); 72(1).
Director, Compliance and Governance, Delegated Privacy Officer	8(2)(j); 8(2)(m);8(5); 9(1); 9(4); 10;18(2);19(2); 33(2); 35(1); 36(3); 37(3); 72(1).
Senior Manager, Operational Risk	8(2)(j); 8(2)(m);8(5); 9(1); 9(4); 10;18(2);19(2); 33(2); 35(1); 36(3); 37(3); 72(1).
Senior Specialist, Quality Assurance	8(2)(j); 9(1); 9(4); 10; 19(2); 35(1); 36(3); 37(3); 72(1).
Specialist, Quality Assurance	8(2)(j); 9(1); 9(4); 10; 19(2); 35(1); 36(3); 37(3); 72(1).

## Privacy Act Regulations

Position	Sections
Chief of Staff	7, 9; 11(2); 11(4); 13(1); 14
Senior Manager, Briefings and ATIP	7, 9; 11(2); 11(4); 13(1); 14
Director, Compliance and Governance, Delegated Privacy Officer	9; 11(2); 11(4); 13(1); 14
Senior Manager, Operational Risk	9; 11(2); 11(4); 13(1); 14
Senior Specialist, Compliance and Quality Assurance	11(2); 11(4)
Specialist, Quality Assurance	11(2); 11(4)