

Annual Report to Parliament: *Access to Information Act*

April 1, 2022 to
March 31, 2023

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About the Corporation

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 in accordance with section 94. This report describes how we administered the Act throughout the 2022-2023 fiscal year.

This year, we saw a decrease in the number of access to information requests (39% decrease), however, an increase in pages under review (23% increase) 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.

Who we are

Canada Mortgage and Housing Corporation (CMHC) is Canada's national housing agency. 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*

Organizational Structure

We have approximately 2,400 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 responsibilities split between ATIP and other functions. CMHC has no service agreements described under section 96 of the *Access to Information Act*.

Delegation of authority

The President and Chief Executive Officer delegates their powers and duties to the Senior Vice President, Corporate Affairs, 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 & 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;
- Preparing the annual reports to Parliament on the administration of the ATIA and the PA; and

Improving training and awareness

As we continue to see an increase in the complexity and volume of pages requested, 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 formal training to a total of 4 different sectors that include approximately 85 employees in respect to the administration of the ATIA and the PA.

Policies, Guidelines, Procedures and Initiatives

Proactive Disclosure

As a crown corporation, CMHC is keeping with the Government of Canada's commitment to openness and accountability and in continuing our commitment to transparency, the Procurement sector continues to proactively publish contracts over \$10,000 and the travel and hospitality expenses of senior officials compiled by our Finance sector. Our Corporate Relations Office publishes Briefing Note titles monthly, Question Period cards, and ministerial transition materials which can all be found on our [website](#). In addition, we publish request texts for completed requests (not personal in nature) on open.canada.ca. All required proactive disclosures have been published within the legislated timelines.

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, our ATIP Office circulates a weekly internal report of requests, which includes the legislated due dates to the requests to our Corporate Affairs 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 2022](#) - Sources of Federal Government and Employee Information – Canada Mortgage and Housing Corporation, available on CMHC’s website.

Report on the *Access to Information Act*

Performance 2022-2023

During the reporting period, April 1, 2022, to March 31, 2023, we received 115 new requests under the Act. In addition, 29 requests were carried over from 2021-2022.

One hundred and thirty-two requests were completed during the reporting period and 12 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
2020-2021	19	134	142	13
2021-2022	13	189	173	29
2022-2023	29	115	132	12

The public was the main source, accounting for 66 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
2020-2021	4	3	0	17	7	103
2021-2022	4	7	12	48	4	114
2022-2023	5	7	13	24	0	66

Responses to formal Access to Information requests involved a page-by-page review of 61,961 pages, representing a 23% increase in pages reviewed over the previous fiscal year and a 59% decrease from 2020-2021 (the decrease is due to one lengthy request of roughly 60,000 pages). Of the pages reviewed, 20,366 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
2020-2021	103,538	152,419
2021-2022	15,483	50,297
2022-2023	20,366	61,961

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 2021-2022. 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
2020-2021	1	30	26	5
2021-2022	5	37	36	1
2022-2023	1	32	33	0

We were asked to review 1,288 pages of information, compared to 510 pages in total during the 2021-2022 reporting period.

In addition, we processed 68 informal requests which 105,930 pages were to be processed due to one informal request asking for all previously released requests.

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 132 requests completed in 2022-2023 is as follows:

- 20 fully disclosed;
- 51 partially disclosed;
- 0 excluded in entirety;
- 13 exempted in entirety;
- 1 transferred to another institution;
- 22 abandoned by applicant; and
- 25 No records exist.

Table V: Percentages of Disclosures

All Disclosed	Disclosed in Part	Excluded in Entirety	Exempted in Entirety	Transferred	Abandoned	No Records Exist
15%	39%	0%	10%	1%	16%	19%

Completion Time and Extensions

We responded to 132 requests in 2022-2023. 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
2020-2021	51%	13%	30%	4%	1%	0%
2021-2022	55%	13%	20%	9%	3%	0%
2022-2023	41%	22%	31%	1%	4%	1%

In 61 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 2022-2023, we invoked 288 exemptions pursuant to specific sections of the *Access to Information Act*. Among the exemptions, the most commonly applied were as follows:

- Section 19(1): Personal information (29);
- Section 20(1): Third party information (83);
- Section 21: Operations of Government (74);

Exclusions Cited

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

Complaints and Investigations

A total of 5 new complaints were filed on CMHC requests under the Act with the Information Commissioner during the reporting period and 5 complaints were concluded during the 2022-2023 reporting period. There are 10 on-going complaints.

No court cases related to the Act involving CMHC were filed in 2022-2023.

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

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2020-2021	1	10	7	3
2021-2022	3	4	2	2
2022-2023	2	5	5	2

Fee payable

During the reporting period, we collected \$555.00 in application fees for a total of 111 requests. The fees were waived or refunded on 4 requests.

Costs

During 2022-2023, we incurred an estimated \$310,120 in salary costs. No other costs were required by the ATIP Office to administer the Act.

The 2022-2023 Statistical Report is included as Annex A of this report.

Annex A – Statistical Report on the *Access to Information Act*



Name of institution: Canada Mortgage and Housing Corporation
Reporting period: 01/04/2022 to 31/03/2023

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

1.1 Number of requests

	Number of Requests
Received during reporting period	115
Outstanding from previous reporting periods	29
• Outstanding from previous reporting period	29
• Outstanding from more than one reporting period	0
Total	144
Closed during reporting period	132
Carried over to next reporting period	12
• Carried over within legislated timeline	12
• Carried over beyond legislated timeline	0

1.2 Sources of requests

Source	Number of Requests
Media	24
Academia	5
Business (private sector)	7
Organization	0
Public	66
Decline to Identify	13
Total	115

1.3 Channels of requests

Source	Number of Requests
Online	109
E-mail	2
Mail	4
In person	0
Phone	0
Fax	0
Total	115

Section 2: Informal Requests

2.1 Number of informal requests

	Number of Requests
Received during reporting period	68
Outstanding from previous reporting periods	0
<ul style="list-style-type: none"> Outstanding from previous reporting period 	0
<ul style="list-style-type: none"> Outstanding from more than one reporting period 	0
Total	68
Closed during reporting period	62
Carried over to next reporting period	6

2.2 Channels of informal requests

Source	Number of Requests
Online	68
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	68

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	
54	7	1	0	0	0	0	62

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
38	1098	14	2610	6	4432	3	4284	1	92692

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
0	0	0	0	0	0	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
Total	0
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 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	1	11	2	6	0	0	0	20
Disclosed in part	1	14	3	25	1	5	2	51
All exempted	0	2	4	7	0	0	0	13
All excluded	0	0	0	0	0	0	0	0
No records exist	2	19	2	2	0	0	0	25
Request transferred	1	0	0	0	0	0	0	1
Request abandoned	21	0	0	1	0	0	0	22
Neither confirmed nor denied	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
Total	26	46	11	41	1	5	2	132

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	1	16(2)(c)	5	19(1)	29
13(1)(b)	0	16(3)	0	20(1)(a)	2
13(1)(c)	0	16.1(1)(a)	0	20(1)(b)	42
13(1)(d)	0	16.1(1)(b)	0	20(1)(b.1)	0
13(1)(e)	0	16.1(1)(c)	0	20(1)(c)	23
14	0	16.1(1)(d)	0	20(1)(d)	16
14(a)	0	16.2(1)	0	20.1	0
14(b)	2	16.3	0	20.2	0
15(1)	0	16.4(1)(a)	0	20.4	0
15(1) - I.A.*	0	16.4(1)(b)	0	21(1)(a)	24
15(1) - Def.*	0	16.5	0	21(1)(b)	31
15(1) - S.A.*	0	16.6	0	21(1)(c)	18
16(1)(a)(i)	0	17	3	21(1)(d)	1
16(1)(a)(ii)	0	18(a)	16	22	1
16(1)(a)(iii)	0	18(b)	8	22.1(1)	1
16(1)(b)	0	18(c)	0	23	4
16(1)(c)	0	18(d)	1	23.1	0
16(1)(d)	0	18.1(1)(a)	0	24(1)	0
16(2)	0	18.1(1)(b)	0	26	0
16(2)(a)	0	18.1(1)(c)	0		
16(2)(b)	0	18.1(1)(d)	0		

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

4.3 Exclusions

Section	Number of Requests
68(a)	0
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0
69(1)	0

Section	Number of Requests
69(1)(a)	1
69(1)(b)	0
69(1)(c)	0
69(1)(d)	2
69(1)(e)	3
69(1)(f)	0
69(1)(g) re (a)	0

Section	Number of Requests
69(1)(g) re (b)	0
69(1)(g) re (c)	0
69(1)(g) re (d)	0
69(1)(g) re (e)	0
69(1)(g) re (f)	1
69.1(1)	11

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
38	46	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
61961	20366	106

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	14	274	2	489	3	2285	1	3636	0	0
Disclosed in part	16	482	14	3437	10	6433	9	22551	2	16870
All exempted	7	341	5	1322	1	611	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	20	93	1	443	0	0	1	2694	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
Total	57	1190	22	5691	14	9329	11	28881	2	16870

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
Total	0	0	0	0	0	0

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
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	5	0	0	5
Disclosed in part	15	0	0	15
All exempted	6	0	0	6
All excluded	0	0	0	0
Request abandoned	1	0	0	1
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	27	0	0	27

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 (%)
132	100

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
0	0	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	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
Total	0	0	0

4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

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	3	2
Disclosed in part	28	0	6	7
All exempted	2	0	4	2
All excluded	3	0	1	0
Request abandoned	1	0	1	0
No records exist	3	0	0	1
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	42	0	15	12

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	8	0	4	0
31 to 60 days	5	0	10	8
61 to 120 days	21	0	1	4
121 to 180 days	1	0	0	0
181 to 365 days	6	0	0	0
365 days or more	1	0	0	0
Total	42	0	15	12

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	111	\$555.00	2	\$10.00	2	\$10.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	111	\$555.00	2	\$10.00	2	\$10.00

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	1288	0	0
Outstanding from the previous reporting period	1	16	0	0
Total	33	1304	0	0
Closed during the reporting period	33	1304	0	0
Carried over within negotiated timelines	0	0	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	16	4	0	0	0	0	0	20
Disclose in part	4	2	2	0	0	0	0	8
Exempt entirely	1	0	1	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	3	0	0	0	0	0	0	3
Total	24	6	3	0	0	0	0	33

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
Total	0	0	0	0	0	0	0	0

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
Total	0	0	0	0	0	0	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
Total	0	0	0	0	0	0	0	0	0	0

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
5	0	0

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	1	5	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	\$310,120
Overtime	\$0
Goods and Services	\$0
<ul style="list-style-type: none"> • Professional services contracts 	\$0
<ul style="list-style-type: none"> • Other 	\$0
Total	\$310,120

11.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	3.350
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	3.350

Note: Enter values to three decimal places.

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



Name of institution: Canada Mortgage and Housing Corporation

Reporting period: 01/04/2022 to 31/03/2023

Section 1: Capacity to Receive Requests under the *Access to Information Act* and the *Privacy Act*

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Requests
Able to receive requests by mail	52
Able to receive requests by email	52
Able to receive requests through the digital request service	52

Section 2: Capacity to Process Records under the *Access to Information Act* and the *Privacy Act*

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records			52	52
Protected B Paper Records			52	52
Secret and Top Secret Paper Records			52	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records			52	52
Protected B Electronic Records			52	52
Secret and Top-Secret Electronic Records			52	52

Section 3: Open Requests and Complaints Under the *Access to Information Act* and the *Privacy Act*

3.1 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, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	12	0	12
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	12	0	12

Row 11, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Access to Information Act*

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

Fiscal Year Open Requests Were Received	Number of Open Complaints
Received in 2022-2023	5
Received in 2021-2022	1
Received in 2020-2021	3
Received in 2019-2020	1
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	10

Section 4: Open Requests and Complaints Under the *Privacy Act*

4.1 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, 2023	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2023	Total
Received in 2022-2023	1	0	1
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016	0	0	0
Received in 2014-2015	0	0	0
Received in 2013-2014 or earlier	0	0	0
Total	1	0	1

Row 11, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Privacy Act*

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

Fiscal Year Open Requests Were Received	Number of Open Complaints
Received in 2022-2023	0
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	1
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016	0
Received in 2014-2015	0
Received in 2013-2014 or earlier	0
Total	1

Section 5: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2022-2023? **No**

Section 6: Universal Access under the *Privacy Act*

How many requests were received from confirmed foreign nationals outside of Canada in 2022-2023? **0**

Row 1, Col. 1 of Section 6 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2022-2023 Statistical Report on the *Privacy Act*

Annex B – Delegation Order

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.



President
Canada Mortgage and Housing Corporation

Date: July 26, 2023

Schedule

Access to Information Act

Position	Sections
Senior Vice President, Corporate Affairs	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, Corporate Relations	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
Senior Vice President, Corporate Affairs	6(1); 7(2); 7(3); 8
Senior Manager, Corporate Relations	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
Senior Vice President, Corporate Affairs	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, Corporate Relations	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, 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).
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, Audit and Compliance	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, Compliance and 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
Senior Vice President, Corporate Affairs	7, 9; 11(2); 11(4); 13(1); 14
Senior Manager, Corporate Relations	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, Audit and Compliance	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)