

EXPORT DEVELOPMENT CANADA

**ANNUAL REPORT
ON THE ADMINISTRATION
OF THE
*PRIVACY ACT***

APRIL 1, 2015 - MARCH 31, 2016

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ADMINISTRATION OF THE *PRIVACY ACT*

April 1, 2015 to March 31, 2016

INTRODUCTION AND MANDATE

Export Development Canada (“EDC”) was established on October 1, 1969 (as Export Development Corporation) by the *Export Development Act* (the “EDA”). EDC is an agent of Her Majesty in Right of Canada and a Crown Corporation whose shares may be owned only by Canada. EDC is accountable for its affairs to Parliament through the Minister of International Trade. Its mandate is to support and develop, directly or indirectly, Canada’s export trade and Canadian capacity to engage in that trade as well as respond to international business opportunities. Regulations enacted under the EDA clarify the circumstances in which EDC can provide support within Canada. EDC provides trade finance and risk management services to facilitate the international business of Canadian companies.

EDC incorporated Exinvest Inc. as a wholly owned subsidiary in 1995. The report on Exinvest’s administration of the *Privacy Act* (the “Act”) for the period April 1, 2015 to March 31, 2016 is tabled separately.

The Act is a federal statute that prescribes how certain federal government institutions such as EDC must protect the privacy of individuals with respect to the collection, use and disclosure of personal information. Furthermore, the legislation provides individuals with the right of access to and correction of personal information about themselves held by these same institutions.

EDC’s financial year aligns with the calendar year. In accordance with Treasury Board Secretariat (“TBS”) requirements, all government institutions subject to the Act must report on an April 1 to March 31 reporting cycle irrespective of their specific financial year.

This report is tabled in Parliament and prepared in accordance with section 72 of the Act.

THE PRIVACY AND ACCESS TO INFORMATION TEAM

The Privacy and Access to Information ("Privacy & ATI ") Team is part of the Compliance & Ethics Group. The Privacy & ATI Team administers the Act for EDC and is responsible for responding to all requests submitted to EDC under the Act.

During the 2015-2016 reporting period, the Privacy & ATI Team was comprised of three full-time employees: the Manager, Privacy & ATI; and two Privacy & ATI Advisors. The Privacy & ATI Team reports to the Vice-President and Chief Compliance & Ethics Officer. The Senior Vice-President and Chief Risk Officer, Enterprise Risk Management is the senior executive responsible for Privacy and Access to Information.

Within Compliance & Ethics, the Privacy & ATI Team is responsible for the development, coordination and implementation of effective policies and processes to manage EDC's compliance with the Act. The Manager, Privacy & ATI acts as the point of contact for the Corporation in dealings with TBS, the Privacy Commissioner, and other government institutions on privacy matters.

Business Liaison Officers ("BLO") have been designated across the Corporation to coordinate team-specific privacy activities and provide guidance to colleagues on the administrative processes related to the Act. The Privacy & ATI Team now works with over ninety BLO's who act as a point of contact for those teams during the processing of requests.

DELEGATION OF AUTHORITY

The President of EDC is designated as the head of the institution for the purposes of the Act.

Pursuant to section 73 of the Act, the President's authority has been delegated to enable the Corporation in meeting its legislated requirements. The President has delegated most of his powers and duties to: the Senior Vice-President and Chief Risk Officer, Enterprise Risk Management; Vice-President and Chief Compliance & Ethics Officer; the Director, Compliance & Ethics; and the Manager, Privacy & ATI.

As requested by TBS, a copy of the delegation order is appended hereto as Appendix R.

STATISTICAL REPORTS

As requested by TBS, the appended Statistical Reports cover a twelve-month period from April 1, 2015 to March 31, 2016. The following are highlights of the Statistical Reports appended hereto:

- EDC received one (1) new privacy request.
- This request was completed within the statutory timeframes provided by the Act.
- No requests were carried over from the previous reporting period.

TRAINING AND AWARENESS PROGRAM

EDC recognizes that privacy protection is an essential element in maintaining public and employee trust in EDC. Privacy awareness training is an effective tool through which EDC can mitigate the risk of privacy breaches through the management of personal information. During the reporting period, the Privacy & ATI Team continued to promote awareness of the Corporation's obligations under the Act through a variety of training approaches in both official languages.

Customized Training for Human Resources

During the spring of 2015, the Privacy & ATI Team provided customized training for Human Resources ("HR"), EDC's primary collector and custodian of personal information. The session, attended by fifteen (15) HR Leaders focused on EDC's legislative obligations under the Act and how EDC's business need to collect personal information should be balanced with individual privacy rights.

Training to Western Region

In order to expand awareness of the Act to EDC's Regional Offices, the Privacy & ATI Team presented training to twenty-five (25) employees, representing the Western region including Calgary, Edmonton and Vancouver. The session focused on how to mitigate privacy breaches and provided an opportunity to remind regional employees about EDC's Confidential Information Breach Procedure, launched in November 2014.

Ethics Alive

In November 2015, an article entitled, "*Ethics Alive: Protecting Privacy One Click at a Time*" was read by two hundred and eighty-five (285) employees on *livewire*, EDC's Employee Intranet. Through the article, the Privacy & ATI Team provided tips on how to protect privacy in the digital world. The article was part of EDC's quarterly Code of Conduct training.

Orientation Training

The Privacy & ATI Team presented at all Employee Orientation Training sessions held for new EDC employees. During the reporting period, three (3) orientation sessions were held and a total of one hundred and seven (107) employees received privacy awareness training as part of their initiation to EDC.

Privacy & ATI Website

EDC's internal Privacy & ATI Website is accessed through *livewire*, EDC's Employee Intranet. The internal Privacy & ATI Website includes Frequently Asked Questions as well as links to related Corporate Policies, the Privacy & ATI Service Request Form, EDC's Info Source page and privacy e-Modules.

INSTITUTION-SPECIFIC POLICIES, GUIDELINES AND PROCEDURES

EDC did not implement any new policies, guidelines or procedures related to privacy during the reporting period. EDC has established the following policies, guidelines and processes related to the Act:

- EDC Policy on Privacy Protection
- EDC Code of Conduct
- Confidential Information Breach Procedure
- EDC Wrongdoings Policy
- Privacy Guidelines for Attendance and Leave
- Privacy Guidelines for Performance Management

CORPORATE INITIATIVES

EDC Code of Conduct

EDC is committed to upholding the highest standards of personal and professional conduct. As such, EDC requires all employees to complete an annual review and sign off on EDC's Code of Conduct (the "Code"). During the 2015-2016 reporting period EDC also enhanced its awareness program relating to the Code and is now promoting the Code through various types of communications to all employees, on a quarterly basis. The Code, together with the Values and Ethics Code for the Public Sector forms an integral part of EDC's ethical framework. It sets out the values and behaviours EDC employees must exemplify in our capacity as employees of a Crown corporation.

The Code includes EDC employee obligations under the Act, to help ensure effective and consistent administration and compliance with the Act and its regulations.

COMPLAINTS AND INVESTIGATIONS

No complaints under the Act were received by EDC and subsequently no investigations were undertaken.

MONITORING THE TIME TO PROCESS ACCESS TO INFORMATION REQUESTS

EDC utilizes the Access Pro Suite by Privasoft Corporation to manage all requests received under the Act. The software has a dashboard functionality which allows the Manager, Privacy & ATI to actively monitor the status and time taken to process privacy requests and requests for the correction of personal information.

PRIVACY BREACHES

During the reporting period EDC experienced no material privacy breaches.

ASSESSING PRIVACY IMPACT

A Privacy Impact Assessment (“PIA”) is a formal tool used to identify and mitigate privacy risks for new or modified programs, services or initiatives in an effort to heighten compliance with the Act.

No PIA’s were completed or forwarded to the Office of the Privacy Commissioner during the reporting period.

Mindful of the TBS PIA Directive dated April 1, 2010, and in an effort to move towards a more proactive privacy risk framework, throughout the reporting period, the Privacy & ATI Team continued to use an electronic Service Request Form. The Service Request Form assisted the Privacy & ATI Team with the effective management of an increasing number of requests from internal EDC teams seeking assistance with privacy-related matters. It also facilitated responses to questions about new and ongoing EDC projects that may involve the collection, use and disclosure of personal information as well as questions about the legislation.

DISCLOSURES UNDER SECTION 8(2) OF THE ACT (DISCLOSURE OF PERSONAL INFORMATION WITHOUT CONSENT)

Subsection 8(2) of the Act provides limited and specific circumstances under which institutions may disclose personal information without an individual's consent. During the reporting period, EDC made no disclosures of personal information pursuant to subsection 8(2)(m) of the Act.

**TABLE OF AUTHORITY
DELEGATIONS OF AUTHORITY
PURSUANT TO SECTION 73 OF PRIVACY ACT AND REGULATIONS
PRIVACY AND ACCESS TO INFORMATION TEAM (PRIVACY & ATI)
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APPENDIX R

Authorization

1. Authorization to exercise or perform powers, duties or functions of the head of the institution under the Privacy Act and Privacy Regulations.

SECTIONS	Privacy Act – Section 73																	Privacy Regulations																							
	8(2) (i)	8(2) (m)	8(4)	8(5)	9(1) & (4)	10	14	15	17(2)(b) & (3)(b)	18(2)	19(1) & (2)	20	21	22	22.3	23	24	25	26	27	28	31	33(2)	35(1) & (4)	36(3)	37(3)	51(2)(b) & (3)	72	9	11 (2)	11 (4)	13 (1)	14								
PRESIDENT & CEO	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X				
SVP & CHIEF RISK OFFICER, ERM	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
VP & CCO	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
DIRECTOR, COMPLIANCE & ETHICS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
MANAGER, COMPLIANCE & ETHICS	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

2. Authorization to exercise or perform powers, duties or functions of the head of the institution falling outside of the Privacy Act and Privacy Regulations.

In addition, for the purposes of this Table of Authority, “Administrative Function Authorizations” refer to requests where the relevant personal information is disclosed entirely, without exemption under the *Privacy Act*; (ii) respond to requests where there is no relevant personal information to be disclosed; and (iii) refer a requester to another institution (i.e. when a requester has submitted the request to EDC in error). Any Administrative Function Authorization requires approval by one employee whose title is one mentioned in the Table of Authority above.

TABLE OF AUTHORITY
DELEGATIONS OF AUTHORITY
PURSUANT TO SECTION 73 OF *PRIVACY ACT* AND REGULATIONS
PRIVACY AND ACCESS TO INFORMATION TEAM (PRIVACY & ATI)
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APPENDIX R

<i>Privacy Act – Sections</i>			<i>Privacy Regulations - Sections</i>
8(2)(j) disclosure for research purposes	18(2) exemption (exempt bank) – disclosure may be refused	27 exemption - solicitor-client privilege	9 reasonable facilities and time provided to examine personal information
8(2)(m) disclosure in public interest or in interest of the individual	19(1) exemption - personal information obtained in confidence	28 exemption - medical record	11(2) notification that correction to personal information has been made
8(4) copies of requests under paragraph 8(2)(c) to be retained	19(2) exemption – where authorized to disclose	31 notice of intention to investigate	11(4) notification that correction to personal information has been refused
8(5) notice of disclosure under paragraph 8(2)(m)	20 exemption - federal-provincial affairs	33(2) right to make representation	13(1) disclosure of personal information relating to physical or mental health may be made to a qualified medical practitioner or psychologist for an opinion on whether to release information to the requestor
9(1) record of disclosures to be retained	21 exemption - international affairs and defence	35(1) findings and recommendations of the Privacy Commissioner (complaints)	
9(4) consistent uses	22 exemption - law enforcement and investigation	35(4) access to be given	
10 personal information to be included in personal information banks	22.3 exemption – <i>Public Servants Disclosure Protection Act</i>	36(3) report of findings and recommendations (exempt banks)	
14 notice where access requested	23 exemption - security clearances	37(3) report of findings and recommendations (compliance review)	
15 extension of time limits	24 exemption - individuals sentenced for an offence	51(2)(b) special rules for hearings	
17(2)(b) language of access	25 exemption - safety of individuals	51(3) <i>ex parte</i> representations	
17(3)(b) access to personal information in alternative format	26 exemption - information about another individual	72(1) report to Parliament	

DELEGATIONS OF AUTHORITY - TABLE NOTES
PURSUANT TO SECTION 73 OF PRIVACY ACT AND REGULATIONS
PRIVACY AND ACCESS TO INFORMATION TEAM (PRIVACY & ATI)
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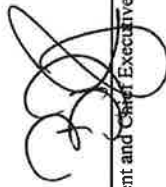
APPENDIX R

3. Titles

All of the above titles include their equivalent under any future designation.

4. Previous Authorities

All current authority designations executed by the President and Chief Executive Officer of EDC (e.g. the head of the corporation) (the "Designations"), are replaced by these Table of Authority and Table Notes without in any way affecting the validity of acts done pursuant to such Designations.



President and Chief Executive Officer

14 | 04 | 16

Date





Statistical Report on the *Privacy Act*

Name of institution: EXPORT DEVELOPMENT CANADA

Reporting period: 2015-04-01 to 2016-03-31

Part 1: Requests Under the *Privacy Act*

	Number of Requests
Received during reporting period	1
Outstanding from previous reporting period	0
Total	1
Closed during reporting period	1
Carried over to next reporting period	0

Part 2: Requests Closed During the Reporting Period

2.1 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	0	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	1

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	0
19(1)(f)	0	22.1	0	27	0
20	0	22.2	0	28	0
21	0	22.3	0		

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
69(1)(a)	0	70(1)	0	70(1)(d)	0
69(1)(b)	0	70(1)(a)	0	70(1)(e)	0
69.1	0	70(1)(b)	0	70(1)(f)	0
		70(1)(c)	0	70.1	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	0	1	0
Disclosed in part	0	0	0
Total	0	1	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	286	286	1
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0
Total	286	286	1

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 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
All disclosed	0		1	286	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	0	0	1	286	0	0	0	0	0	0

2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	0	0	0	0	0

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline 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

2.7 Requests for translation

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

Part 3: Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
0	0	0	0

Part 4: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
Total	0

Part 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	15(a)(i) Interference With Operations	15(a)(ii) Consultation		15(b) Translation or Conversion
		Section 70	Other	
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
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

5.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations	15(a)(ii) Consultation		15(b) Translation purposes
		Section 70	Other	
1 to 15 days	0	0	0	0
16 to 30 days	0	0	0	0
Total	0	0	0	0

Part 6: Consultations Received From Other Institutions and Organizations

6.1 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	0	0	1	286
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	1	286
Closed during the reporting period	0	0	1	0
Pending at the end of the reporting period	0	0	0	286

6.2 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	
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	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

6.3 Recommendations and completion time for consultations received from other organizations

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	
All disclosed	1	0	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	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	1	0	0	0	0	0	0	1

Part 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 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

7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 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

Part 8: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
0	0	0	0	0

Part 9: Privacy Impact Assessments (PIAs)

Number of PIA(s) completed	0
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Part 10: Resources Related to the *Privacy Act*

10.1 Costs

Expenditures	Amount
Salaries	\$144,420
Overtime	\$0
Goods and Services	\$18,163
• Professional services contracts	\$18,163
• Other	\$0
Total	\$162,583

10.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1.50
Part-time and casual employees	0.08
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.08
Total	1.66

Note: Enter values to two decimal places.