

EXPORT DEVELOPMENT CANADA

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

APRIL 1, 2018 – MARCH 31, 2019

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April 1, 2018 to March 31, 2019

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. EDC’s mandate was amended in June 2017 to give an additional purpose of providing, directly or indirectly, development financing and other forms of development support in a manner that is consistent with Canada’s international development opportunities. Regulations enacted under the EDA clarify circumstances under which EDC may exercise certain powers. EDC provides trade financing, export credit insurance and bonding services, as well as foreign market expertise.

EDC incorporated Development Finance Institute Canada (DFIC) Inc. (“FinDev Canada”) as a wholly owned subsidiary in September 2017. The report on FinDev Canada’s administration of the *Privacy Act* (the “Act”) for the period of April 1, 2018 to March 31, 2019 is tabled separately.

EDC also incorporated Exinvest Inc. as a wholly owned subsidiary in 1995. The report on Exinvest’s administration of the Act for the period April 1, 2018 to March 31, 2019 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 2018-2019 reporting period, the Privacy & ATI Team was comprised of six (6) full-time employees: the Manager, Privacy & ATI; and five (5) Privacy & ATI Advisors. The Privacy & ATI Team reports to the Director, Compliance & Ethics who 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 & ATI.

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”s) have been designated across the Corporation to coordinate team-specific access to information activities related to the processing of requests and provide guidance to colleagues on the administrative processes related to the Act.

DELEGATION OF AUTHORITY

The President and Chief Executive Officer (“President & CEO”) 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 & CEO’s authority has been delegated to enable the Corporation in meeting its legislated requirements. Most of the President & CEO’s powers and duties have been delegated to: the Senior Vice-President and Chief Risk Officer, Enterprise Risk Management; the Vice-President and Chief Compliance & Ethics Officer; the Director, Compliance & Ethics; and the Manager, Privacy & ATI.

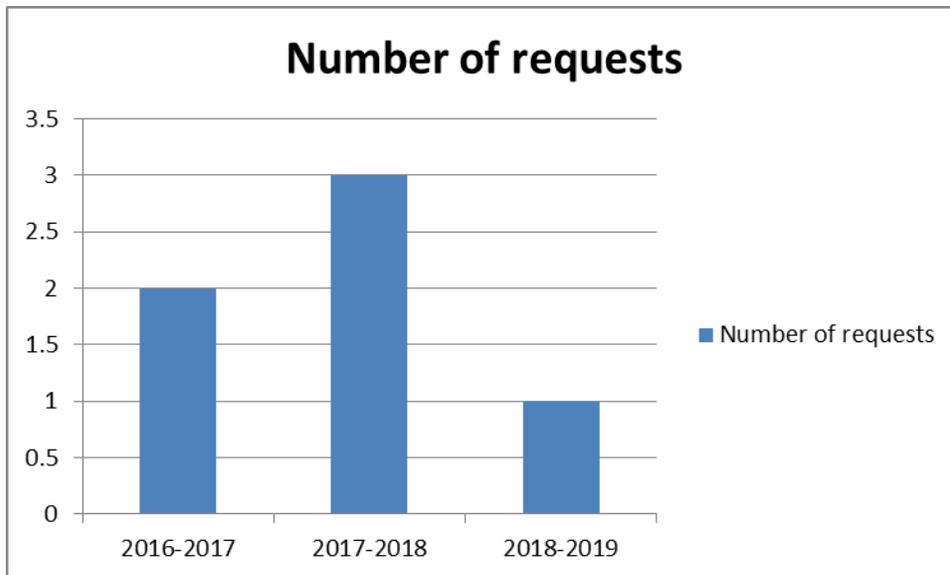
As requested by TBS, a copy of the delegation order is appended hereto as Appendix R.

STATISTICAL REPORTS

As requested by TBS, the appended Statistical Reports cover a twelve-month period from April 1, 2018 to March 31, 2019. The following are highlights of the Statistical Reports appended hereto:

- EDC received one (1) new privacy request.
- All requests were completed within the statutory timeframes provided by the Act.
- No requests were carried over from the previous reporting period.
- The appended Statistical Report provide information related to the types of exemptions applied to the completed requests.

The number of requests received continues to be low and this is consistent with previous reporting periods. The chart below shows the trends for the past three (3) reporting periods.



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.

Orientation Training

The Privacy & ATI Team presented at all Employee Orientation Training sessions held for new EDC employees. During the reporting period, twelve (12) orientation sessions were held and a total of three hundred and fifty-seven (357) employees received awareness training regarding EDC's obligations under the Act.

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

During the reporting period, EDC updated its Privacy Policy in order to, among other things, refer to statutory obligations set out in global privacy laws to which EDC is subject due to its international business practices. Several guidelines and procedures complement the policy to provide guidance to employees and ensure consistent practices are followed.

EDC also has the following policies, guidelines and processes which refer, directly or indirectly, to employees' obligations under the Act:

- EDC Code of Conduct;
- Confidential Information Breach Procedure;
- EDC Wrongoings 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"). 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 covers EDC employees' obligations to comply with laws and policies which 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 did not make any 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)
PAGE 1 OF 3**

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	<i>Privacy Act – Section 73</i>																										<i>Privacy Regulations</i>							
	8(2)(j)	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
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
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
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
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

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 the authority to: (i) respond 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.

<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	
8(4) copies of requests under paragraph 8(2)(e) to be retained	19(2) exemption – where authorized to disclose	31 notice of intention to investigate	11(2) notification that correction to personal information has been made
8(5) notice of disclosure under paragraph 8(2)(m)	20 exemption - federal-provincial affairs	33(2) right to make representation	
9(1) record of disclosures to be retained	21 exemption - international affairs and defence	35(1) findings and recommendations of the Privacy Commissioner (complaints)	11(4) notification that correction to personal information has been refused
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)	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
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	14 disclosure of personal information relating to physical or mental health may be made to requestor in the presence of a qualified medical practitioner or psychologist
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	

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: 2018-04-01 to 2019-03-31

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	0	0	0	0	0	0	0	0
Disclosed in part	1	0	0	0	0	0	0	1
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	1
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	0	0
Disclosed in part	0	1	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	0	0	0
Disclosed in part	3	3	1
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0
Total	3	3	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	0	0	0	0	0	0	0	0	0
Disclosed in part	1	3	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	1	3	0	0	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	1	0	1
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	1	0	1

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

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							
	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	Total
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

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		\$135,612
Overtime		\$0
Goods and Services		\$1,333
• Professional services contracts	\$1,333	
• Other	\$0	
Total		\$136,945

10.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	3.10
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.01
Students	0.00
Total	3.11

Note: Enter values to two decimal places.