



Office of the Superintendent of
Financial Institutions Canada

Bureau du surintendant des
institutions financières Canada

Privacy Act
Annual Report
2014–2015

June 2015



OSFI
BSIF

Canada 

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1. Introduction

The purpose of the *Privacy Act* is to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institution and that provide individuals with a right of access to that information.

This annual report was prepared and submitted in accordance with section 72 of the *Privacy Act*.

The information provided in this report covers the period from April 1, 2014 to March 31, 2015.

2. Mandate of the Office of the Superintendent of Financial Institutions (OSFI)

OSFI's legislated mandate was implemented in 1996 and under the legislation, OSFI's mandate is to:

- supervise federally regulated financial institutions and private pension plans to determine whether they are in sound financial condition and meeting minimum plan funding requirements, respectively, and are complying with their governing law and supervisory requirements;
- promptly advise institutions and plans in the event there are material deficiencies and take, or require management, boards or plan administrators to take, necessary corrective measures expeditiously;
- advance and administer a regulatory framework that promotes the adoption of policies and procedures designed to control and manage risk; and
- monitor and evaluate system-wide or sectoral issues that may impact institutions negatively.

OSFI's prudential mandate supports a safe and sound Canadian financial system.

OSFI's legislation also acknowledges the need to allow institutions to compete effectively and take reasonable, measured risks. It recognizes that management, boards of directors, and plan administrators are ultimately responsible for the health of Canadian financial institutions and pension plans.

The Office of the Chief Actuary (OCA) is a separate unit within OSFI and provides expert actuarial services and advice on the state of various public pension plans and on the financial implications of options being considered by policymakers. In conducting its work, the OCA plays a vital and independent role towards a financially sound and sustainable Canadian public retirement income system.

3. Strategic Outcomes

Primary to OSFI's mandate and central to its contribution to Canada's financial system are two strategic outcomes:

1. A safe and sound Canadian financial system
2. A financially sound and sustainable Canadian public retirement income system.

For the purposes of the *Privacy Act*, the head of OSFI is the Superintendent and the responsible minister is the Minister of Finance.

4. Administration of the *Privacy Act*

4.1 Access to Information and Privacy (ATIP) Unit

The Access to Information and Privacy (ATIP) Unit is part of the Enterprise Information Management (EIM) directorate within the Information Management/Information Technology (IM/IT) Division. The unit is responsible for administering the *Act* for the Office of the Superintendent of Financial Institutions. As such, the ATIP unit coordinates the timely processing of requests under the legislation, handles complaints lodged with the Privacy Commissioner, and responds to informal inquiries. The ATIP unit also provides advice and guidance to Office staff on matters involving the *Act*.

The unit is comprised of one ATIP coordinator reporting to a Director, and supported by a backup resource and an administrative coordinator.

4.2 Institutional changes to the administration of the *Privacy Act*

No institutional changes to the administration of the *Privacy Act* were undertaken during this reporting period.

4.3 Education and Training

Since the transition of the ATIP function to the Enterprise Information Management (EIM) directorate in 2013-2014, training efforts over the last year have been focused on continued privacy awareness building with staff in service areas supporting project delivery in Information Management/Information Technology, with Regulatory Data Governance, and within the Office's senior and operational governance committees. Five orientation sessions on privacy protection and information management were delivered to staff in Corporate Services and Regulation sectors and to the Office of the Chief Actuary.

Training efforts in the coming year will be focused on ATIP awareness for all OSFI staff as part of an Information Management and ATIP awareness program now being finalized. Coupled with this is the formalized approval and release of OSFI's Directive on Privacy in January, 2015.

In addition, as part of the institutionalization of backup support for the single ATIP resource, a resource within the EIM directorate has been assigned and a plan put in place to provide the necessary training to ensure effective support for the ATIP function in the absence of the ATIP Coordinator. This training began last fiscal year period and will continue into the next year.

4.4 Processing of Privacy Requests

All formal privacy requests are submitted to the ATIP Coordinator, who checks them for completeness. The Coordinator requests the information from the head of the division or divisions concerned. In gathering the material and subsequently reviewing it, the Coordinator provides advice and direction to ensure that the provisions of the *Act* are respected.

The assembled material is reviewed by the Coordinator, by Legal Services, and by the responsible Director, as appropriate. The material and the recommendations pertaining to each access file are then submitted to the Deputy Superintendent, Regulation for review and approval.

Employees have the right to review their personal records at intervals specified in the various collective agreements. To exercise this right, an employee contacts the appropriate official in the Human Resources and Administration Division. The review of personal records is considered informal and no data on these requests is compiled. The employee, however, does have the option of submitting a formal request under the privacy legislation. Employees of the Human Resources and Administration Division are aware of the provisions of the *Privacy Act* as they relate to the use and disclosure of personal information.

4.5 Delegation of Authority

Delegation orders set out what powers, duties and functions for the administration of the *Privacy Act* have been delegated by the head of the institution and to whom. Administration of the *Privacy Act* at OSFI is the responsibility of the Superintendent. The authority to claim exemptions and to issue various statutory notices has been delegated to the Deputy Superintendent, Regulation. The authority to issue various statutory notices has also been delegated to the Director, Enterprise Information Management and the Access to Information and Privacy Coordinator.

4.6 Summary of significant changes to programs, operations, policies or procedures

Several Privacy-related policy instruments have been developed in this reporting period as part of OSFI's EIM Governance Framework. OSFI's Directive on Privacy has been approved and disseminated, a Privacy Impact Assessment Framework has been drafted and an EIM-PIA Risk Assessment Checklist has been operationalized as part of the IM/IT and Regulatory Data Governance processes to ensure Privacy requirements are considered in any system changes or data requests.

In addition, a fulsome review of internal Access to Information and Privacy procedures is currently underway to ensure practices are aligned with central agency best practices and relevant legislative instruments. This review is scheduled to be completed in the 2015-16 reporting period.

4.7 Number of New Data Matching and Sharing Activities Undertaken

No data matching and sharing activities were undertaken during this reporting period.

4.8 Exempt banks

The Office holds no personal information in its Personal Information Banks that requires designation under section 18 of the Act.

4.9 Reading room

In accordance with the *Privacy Act*, OSFI's Kennet room in Ottawa has been designated as a public reading room. It is located at 255 Albert Street, on the 16th floor.

5. Interpretation of the Statistical Report

Part 1 – Requests under the *Privacy Act*

Due to the nature of OSFI's work – regulating financial institutions and private pension plans under federal jurisdiction – much of the information in the Office's possession is third-party information. As such, OSFI has relatively little personal information in its record holdings.

In 2014-2015, OSFI did not receive any privacy requests or any consultations from other government institutions and organizations. Since the inception of the *Privacy Act*, July 1, 1983, OSFI has received a total of 52 privacy requests.

Part 2 – Requests closed during the reporting period

No requests were received during the reporting period.

Exemptions

No exemptions were applied to withhold information.

Exclusions

No exclusions were cited.

Format of information released

No information was released.

Relevant pages processed and disclosed

No pages were processed nor disclosed.

Relevant pages processed and disclosed by size of requests

No pages were processed nor disclosed.

Other complexities

No other complexities were encountered.

Deemed refusal

No deemed refusal complaints were received.

Request for translation

No requests for translation were made.

Part 3 – Disclosure under subsection 8(2)

No disclosures were made pursuant to subsection 8(2) of the *Privacy Act* during this reporting period.

Part 4 – Request for correction of personal information and notations

No requests for correction of personal information and notations were made during this reporting period.

Part 5 – Extensions

No extensions were required.

Part 6 – Consultations received from other government institutions and organizations

No consultations from other government institutions and organizations were received during the reporting period.

Part 7 – Completion time of consultations on Cabinet confidences

No consultations with respect to Cabinet confidences were required.

Part 8 – Resources related to the *Privacy Act*

The cost to administer the *Act* during this reporting period was \$85,999. This represents the work of one employee at the RE-05 level and one employee at the REX-07 level, which is a 0.25 full time equivalent (FTE). Costs incurred in this reporting period reflect staff and contractor times for the development of Privacy Impact Assessments, drafting of Privacy frameworks and training and awareness building.

6. Complaints and investigations

The Office did not receive any complaints pursuant to the *Privacy Act* during this reporting period, and no investigations regarding OSFI were carried out.

7. Privacy Breaches

There were no material privacy breaches reported during the 2014-2015 fiscal year.

8. Appeals to the Federal Court of Canada

8.1 Major changes implemented as a result of concerns or issues raised by the Privacy Commissioner of Canada in her annual report to Parliament

The Privacy Commissioner of Canada did not raise any concerns or issues related to OSFI, therefore no major changes were implemented.

8.2 Major changes implemented as a result of concerns or issues raised by other agents of Parliament

No major changes were implemented by OSFI as other agents of Parliament did not raise any concerns or issues.

8.3 Number of applications or appeals to the Federal Court or the Federal Court of Appeal during the fiscal year

There were no applications or appeals to the Federal Court or the Federal Court of Appeal during this fiscal year related to OSFI.

9. Completed Privacy Impacts Assessments

Over the course of the last reporting period OSFI undertook the development and/or completion of three joint and independent PIAs. The Tri-Agency Privacy Impact Assessment (PIA) for the Regulatory Reporting System (RRS) was completed. This multi-institutional privacy impact assessment was a joint initiative undertaken by the Bank of Canada (BoC), Canada Deposit Insurance Corporation (CDIC) and OSFI. The Regulatory Reporting System (RRS) serves all three agencies in

the collection, validation and maintenance of financial and corporate data and returns filed by federally regulated financial institutions and private pension plans, in compliance with legislative requirements.

Work on a joint PIA between Canada Revenue Agency (CRA) and OSFI for the Pooled Registered Pension Plans (PRPPs) continued in this reporting period.

Additionally, a new PIA was initiated in this reporting period for OSFI's upgrade to the HRDirector system, which addresses the personal employee information that is gathered and stored within the HR system to perform normal operational activities. This initiative concerns the HRDirector application and its associated modules which collect and maintain employee personal information which is required to perform planning, pay and regular HR operations and reporting.

Work on the implementation of HRDirector will be completed in the 2015-16 reporting period.

APPENDIX A



Statistical Report on the *Privacy Act*

Name of institution: Office of the Superintendent of Financial Institutions

Reporting period: 2014-04-01 to 2015-03-31

Part 1: Requests Under the *Privacy Act*

	Number of Requests
Received during reporting period	0
Outstanding from previous reporting period	0
Total	0
Closed during reporting period	0
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	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	0	0	0	0	0	0	0	0

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	0	0
Disclosed in part	0	0	0
Total	0	0	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	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	0	0	0

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	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	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	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	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							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

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	1
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Part 10: Resources Related to the Privacy Act

10.1 Costs

Expenditures		Amount
Salaries		\$65,845
Overtime		\$0
Goods and Services		\$20,154
• Professional services contracts	\$20,154	
• Other	\$0	
Total		\$85,999

10.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.51
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.07
Students	0.00
Total	0.58

Note: Enter values to two decimal places.

APPENDIX B



Office of the Superintendent of
Financial Institutions Canada

Bureau du surintendant des
institutions financières Canada

DESIGNATION / DÉLÉGATION

PRIVACY ACT / LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

Privacy Act Designation Order

Arrêté sur la délégation en vertu de la Loi sur la protection des renseignements personnels

By this order made pursuant to section 73 of the *Privacy Act*, I hereby authorize those officers and employees of the Office of the Superintendent of Financial Institutions occupying, on an acting basis or otherwise, the positions identified within the attached schedule to perform on my behalf any of the powers, duties or functions specified therein.

Par le présent arrêté pris en vertu de l'article 73 de la *Loi sur la protection des renseignements personnels*, j'autorise les agents et les employés du Bureau du surintendant des institutions financières occupant, par intérim ou autrement, les postes identifiés dans l'annexe ci-jointe à exercer en mon nom, les attributions, les fonctions et les pouvoirs qui y sont spécifiés.

This designation replaces and repeals all previous orders.

Le présent document remplace et annule tous les arrêtés antérieurs.

Dated in Ottawa on this 14th day of February, 2014

Fait à Ottawa en ce 14 jour de Février 2014

Superintendent of Financial Institutions /
Le surintendant des institutions financières



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SCHEDULE 2
Designation Order - Privacy Act

Section	Powers, Duties or Functions	Deputy Superintendent, Regulation Sector	Director, Enterprise Information Management	ATIP Coordinator
8(2)(j)	To disclose personal information when satisfied that the purpose for which the information is disclosed cannot reasonably be accomplished unless the information is provided in a form that identifies the person to whom it relates and obtain a written undertaking that no subsequent disclosure of the information will be made in a form that could reasonably be expected to identify the individual to whom it relates	X		
8(2)(m)	To disclose personal information when public interest outweighs invasion of privacy or when disclosure benefits the individual	X		
8(4)	To keep copies of requests made under 8(2)(e), keep records of information disclosed pursuant to such requests and to make those copies and records available to Privacy Commissioner	X	X	X
8(5)	To notify the Privacy Commissioner in writing of disclosure under paragraph 8(2)(m)	X	X	X
9(1)	To retain a record of use of personal information.	X	X	X
9(4)	To notify the Privacy Commissioner of consistent use of personal information and update index accordingly	X	X	X
10	To include personal information in personal information banks	X	X	X
14(a)	To give written notice as to whether or not access will be given	X	X	X
14(b)	To give access to requester	X	X	X
15	To extend time limit and give notice of extension	X	X	X
17(2)(b)	To determine the necessity for a translation or interpretation of a record	X	X	
17(3)	To determine whether a record should be provided in an alternative format	X	X	
18(2)	To refuse to disclose personal information referred to in that section	X		

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SCHEDULE 2
Designation Order - Privacy Act

Section	Powers, Duties or Functions	Deputy Superintendent, Regulation Sector	Director, Enterprise Information Management	ATIP Coordinator
19(1)	To refuse to disclose personal information referred to in that section	X		
19(2)	To disclose, with consent, personal information referred to in that subsection	X	X	
20	To refuse to disclose personal information referred to in that section	X		
21	To refuse to disclose personal information referred to in that section	X		
22	To refuse to disclose personal information referred to in that section	X		
22.3	To refuse to disclose personal information referred to in that section	X		
23	To refuse to disclose personal information referred to in that section	X		
24	To refuse to disclose personal information under that section	X		
25	To refuse to disclose personal information under that section	X		
26	To refuse to disclose personal information under that section	X		
27	To refuse to disclose personal information under that section	X		
28	To refuse to disclose personal information under that section	X		
31	To receive notice of investigation by the Privacy Commissioner	X	X	
33(2)	To make representations to the Privacy Commissioner	X	X	X
35(1)	To receive the report of findings of the investigation and give notice of action taken or proposed to be taken or reasons why no action has been or is proposed to be taken	X	X	
35(4)	To provide access to personal information	X	X	

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SCHEDULE 2
Designation Order - Privacy Act

Section	Powers, Duties or Functions	Deputy Superintendent, Regulation Sector	Director, Enterprise Information Management	ATIP Coordinator
36(3)	To receive the report of findings of the investigation of files in exempt banks	X	X	
37(3)	To receive the report of findings after investigation in respect of personal information	X	X	
51(2)(b)	To request that the matter be heard and determined in the National Capital Region	X	X	
51(3)	To request the opportunity to make representations ex parte	X	X	
72(1)	To prepare annual report for submission to Parliament	X	X	X

Privacy Regulations

Section	Powers, Duties or Functions	Deputy Superintendent, Regulation Sector	Director, Enterprise Information Management	ATIP Coordinator
9	Reasonable facilities and time provided to examine personal information	X	X	X
11(2)	Notification that correction to personal information has been made	X	X	X
11(4)	Notification that correction to personal information has been refused	X	X	X
13(1)	Disclosure of personal information relating to physical or mental health may be made to qualified medical practitioner or psychologist for an opinion on whether to release information to requestor	X		
14	Disclosure of personal information relating to physical or mental health may be made to requestor in presence of qualified medical practitioner or psychologist	X		

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