

ANNUAL REPORTS TO PARLIAMENT

2023-2024

Administration of the *Access to Information Act*

and

Administration of the *Privacy Act*

Table of Contents

Section A: Report on the Administration of the *Access to Information Act*

A1. Introduction	2
A2. Organizational Structure	3
A3. Delegation Order	3
A4. 2023-2024 Performance	3
A5. Training and Awareness	3
A6. Policies, Guidelines and Procedures	4
A7. Proactive Publication Under Part 2 of the <i>Access to Information Act</i>	4
A8. Initiatives and Projects to Improve Access to Information	4
A9. Summary of Key Issues and Actions Taken on Complaints	4
A10. Monitoring Compliance	4
Annex A: Delegation Order	5
Annex B: Statistical Report	6
Annex C: Supplemental Statistical Report	16

Section B: Report on the Administration of the *Privacy Act*

B1. Introduction	21
B2. Organizational Structure	22
B3. Delegation Order	22
B4. 2023-2024 Performance	22
B5. Training and Awareness	22
B6. Policies, Guidelines and Procedures	22
B7. Initiatives and Projects to Improve Privacy	22
B8. Summary of Key Issues and Actions Taken on Complaints	23
B9. Material Privacy Breaches	23
B10. Privacy Impact Assessments	23
B11. Public Interest Disclosures	23
B12. Monitoring Compliance	23

SECTION A

Report on the Administration of the *Access to Information Act*

A1. INTRODUCTION

Purpose of the *Access to Information Act*

The purpose of the *Access to Information Act* is to enhance the accountability and transparency of federal institutions in order to promote an open and democratic society and to enable public debate on the conduct of those institutions. It provides a right of access to information in records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific and that decisions on the disclosure of government information should be reviewed independently of government.

Annual Report

This Annual Report for Destination Canada for the period from April 1, 2023 to March 31, 2024 is prepared and tabled in Parliament in accordance with Section 94 of the *Access to Information Act*.

Organizational Mandate

A federal Crown corporation wholly owned by the Government of Canada, Destination Canada reports to Parliament through the Minister of Tourism and the Minister responsible for the Economic Development Agency of Canada for the Regions of Quebec. Our legislated mandate is to:

- Sustain a vibrant and profitable Canadian tourism industry;
- Market Canada as a desirable tourism destination;
- Support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories with respect to Canadian tourism; and
- Provide information about Canadian tourism to the private sector and to the governments of Canada, the provinces and the territories.

A2. ORGANIZATIONAL STRUCTURE

Responsibilities associated with processing requests for information under the *Access to Information Act* and the *Privacy Act* are housed within Destination Canada's Corporate Secretary's Office. Within this office, the Corporate Secretary maintains accountability for the administration of these acts, and an Access to Information and Privacy Officer is responsible for the day-to-day activities related to the administration of the acts. No consultants are used.

Duties related to the processing of information requests, including the collection and reporting of statistics, preparation of annual reports to Parliament, and proactive disclosure of summaries of completed access to information requests to the Government of Canada's Open Government Portal are done through the Corporate Secretary's office.

All other activities pertaining to proactive disclosures that Destination Canada is subject to are decentralized within the organization according to business area.

Destination Canada was not party to any service agreements during this reporting period.

A3. DELEGATION ORDER

Please see Annex A for the signed Delegation Order in effect at the end of the reporting period.

A4. 2023-2024 PERFORMANCE

During the 2023-2024 reporting period, Destination Canada received four formal requests under the *Access to Information Act*. All four requests were responded to and closed within legislated timelines. No requests were carried forward from the preceding year.

Below is an overview of key performance data:

Number of requests received	4
Timeline of completed requests: <ul style="list-style-type: none">1 - 30 days31+ days	4 0
Percentage of requests responded to within legislated timelines	100%
Disclosure breakdown: <ul style="list-style-type: none">All disclosedDisclosed in part	100% 0%
Number of active requests on the last day of the reporting period	0
Reasons for extensions	N/A. No extensions made.
Number of active complaints on the last day of the reporting period	0
Consultations for other institutions:	3 and all completed within requested timelines

A5. TRAINING AND AWARENESS

While no formal training on access to information was provided to staff, informal briefings were provided on an as needed and requested basis.

A6. POLICIES, GUIDELINES AND PROCEDURES

No new policies, guidelines or procedures related to access to information were implemented during the reporting period.

A7. PROACTIVE PUBLICATION UNDER PART 2 OF THE ACCESS TO INFORMATION ACT

Destination Canada is a Crown corporation listed under Schedule III of the *Financial Administration Act*. For the purposes of Part 2 of the *Access to Information Act*, Destination Canada is a government institution subject to proactive publication requirements related to the disclosure of travel expenses, hospitality expenses and reports tabled in Parliament.

The following table identifies the links to where the respective proactive publications can be found:

Publication	Link
Travel Expenses	https://www.destinationcanada.com/en/disclosure
Hospitality Expenses	https://www.destinationcanada.com/en/disclosure
Reports Tabled in Parliament	https://www.destinationcanada.com/en/about-us

All of the above publications were due during the reporting period and were published within legislated timelines.

A8. INITIATIVES AND PROJECTS TO IMPROVE ACCESS TO INFORMATION

Destination Canada was onboarded onto the Government of Canada's ATIP Online Request Service in March 2023. Destination Canada has been using this system for the last year in order to align with the core public service, to modernize and simplify the process for users to make information requests, and to assist in our organization's management and processing of information requests.

A9. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

No complaints were received during the reporting period.

A10. MONITORING COMPLIANCE

Given the minimal number of access to information requests received by Destination Canada, a formal practice to monitor compliance was not conducted during the reporting period.

ANNEX A:

DELEGATION ORDER

OFFICIAL DOCUMENT

DOCUMENT OFFICIEL

DESTINATION CANADA

DESTINATION CANADA

DELEGATION OF AUTHORITY

DÉLÉGATION DE POUVOIRS

ACCESS TO INFORMATION ACT AND
PRIVACY ACT

*LOI SUR L'ACCÈS À L'INFORMATION ET
LOI SUR LA PROTECTION DES
RENSEIGNEMENTS PERSONNELS*

I, the President & Chief Executive Officer of Destination Canada, pursuant to Section 73 of the *Access to Information Act* and section 73 of the *Privacy Act*, collectively, the “Acts”), authorize the Senior Vice President Public Affairs and Corporate Secretary as well as the Strategy Management Advisor to exercise or perform any of the powers, duties or functions of the President & Chief Executive Officer under the provisions of the *Acts* and related regulations. This designation replaces all other delegated authorities.

En vertu de l'article 73 de la *Loi sur l'accès à l'information* et de l'article 73 de la *Loi sur la protection des renseignements personnels*, j'autorise les personnes occupant les rôles de Vice-président principal, Affaires publiques et secrétaire général ainsi que Conseillère, Gestion de la stratégie à exercer les pouvoirs, attributions ou fonctions dont je suis, en qualité de président-directeur général de Destination Canada, investi par les dispositions desdites lois et des règlements connexes. La présente délégation remplace toute délégation antérieure.

Effective date: March 17, 2022

Date d'entrée en vigueur : 17 mars 2022



Marsha Walden

President & Chief Executive Officer / Président-directeur général

SECTION B

Report on the Administration of the *Privacy Act*

B1. INTRODUCTION

Purpose of the *Privacy Act*

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

Annual Report

This Annual Report for Destination Canada for the period from April 1, 2023 to March 31, 2024 is prepared and tabled in Parliament in accordance with Section 72 of the *Privacy Act*.

Organizational Mandate

A federal Crown corporation wholly owned by the Government of Canada, Destination Canada reports to Parliament through the Minister of Tourism and the Minister responsible for the Economic Development Agency of Canada for the Regions of Quebec. Our legislated mandate is to:

- Sustain a vibrant and profitable Canadian tourism industry;
- Market Canada as a desirable tourism destination;
- Support a cooperative relationship between the private sector and the governments of Canada, the provinces and the territories with respect to Canadian tourism; and
- Provide information about Canadian tourism to the private sector and to the governments of Canada, the provinces and the territories.

B2. ORGANIZATIONAL STRUCTURE

Organizational responsibilities related to the *Privacy Act* are split between Destination Canada's Corporate Secretary's Office and the Corporate Services department. Within the Corporate Secretary's office, an Access to Information and Privacy Officer is responsible for the day-to-day activities related to the processing of privacy-related requests and associated administrative reporting. Within the Corporate Services department, the Executive Director of Legal is responsible for overall compliance with the act and data protection regulations, and for conducting privacy impact assessments.

Destination Canada was not party to any service agreements during this reporting period.

B3. DELEGATION ORDER

Please see Annex A in Part A for the signed Delegation Order in effect at the end of the reporting period.

B4. 2023-2024 PERFORMANCE

During the 2023-2024 reporting period, Destination Canada received two formal requests under the *Privacy Act*. Both requests were responded to and closed within legislated timelines. No requests were carried forward from the preceding year.

Below is an overview of key performance data:

Number of requests received	2
Timeline of completed requests: <ul style="list-style-type: none">• 1 - 30 days• 31+ days	2 0
Percentage of requests responded to within legislated timelines	100%
Disclosure breakdown: <ul style="list-style-type: none">• All disclosed• Disclosed in part	100% 0%
Number of active requests on the last day of the reporting period	0
Reasons for extensions	N/A. No extensions made.
Number of active complaints on the last day of the reporting period	0
Consultations for other institutions:	0

B5. TRAINING AND AWARENESS

While no formal training was provided to staff, Informal briefings were provided on an as needed and requested basis.

Individuals in roles directly related to, or supporting, the administration of privacy-related responsibilities under the *Privacy Act* and *Privacy Regulations* underwent various professional development offered by Treasury Board of Canada Secretariat, including training, webinars and community group discussions, and participated in information sessions offered by external providers. They also undertook self-directed education through a review of applicable legislation and policy instruments and consulted with collaborative Government of Canada forums and platforms.

B6. POLICIES, GUIDELINES AND PROCEDURES

No new policies, guidelines or procedures related to privacy were implemented during the reporting period.

B7. INITIATIVES AND PROJECTS TO IMPROVE PRIVACY

Destination Canada was onboarded onto the Government of Canada's ATIP Online Request Service (AORS) in March 2023. Destination Canada has been using this system for the last year in order to align with the core public service, to modernize and simplify the process for users to make information requests, and to assist in our organization's management and processing of information requests.

B8. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS

No complaints were received during the reporting period.

B9. MATERIAL PRIVACY BREACHES

No material privacy breaches were reported to the Office of the Privacy Commissioner or the Treasury Board of Canada Secretariat (Information and Privacy Policy Division) during the reporting period.

B10. PRIVACY IMPACT ASSESSMENTS

We conducted a privacy impact assessment (PIA) of a new human capital management system. The technological solution, provided by UKG, provides for additional functionality and integrates pay and human resources management into one streamlined and unified platform.

The PIA revealed that the privacy risks associated with migrating to and using the platform are low to moderate, given that UKG has the appropriate safeguards in place to mitigate privacy risks. Furthermore,

use of the platform does not significantly change current practices regarding the storage and processing of employee personal information. Such information continues to be limited to that which is authorized and required for the management and administration of the employment relationship. Additionally, all personal information collected continues to be secured in a manner commensurate with its sensitivity and retained for only so long as it is needed.

More information on this PIA can be found on Destination Canada's corporate website here: https://www.destinationcanada.com/sites/default/files/2023-08/PIA%20Summary%20-%20UKG%20Software%20-%20August%202023_Final%20%28EN%29.pdf.

B11. PUBLIC INTEREST DISCLOSURES

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

B12. MONITORING COMPLIANCE

Given the minimal number of privacy requests received by Destination Canada, a formal practice to monitor processing time is not required. As such, no monitoring of processing time was conducted during the reporting period.

Our contracts and service agreements establish contractors' obligations to maintain the confidentiality and security of Destination Canada's sensitive information and compliance with relevant federal laws regarding privacy and data protection.