

# 2019-2020 ANNUAL REPORT



Administration of the Access to Information  
and Protection of the Privacy Act, 2015

Justice and Public Safety





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# MESSAGE FROM THE MINISTER

As the Minister responsible for the **Access to Information and Protection of Privacy Act, 2015** (ATIPPA, 2015), I am pleased to present this year's Annual Report.



In 2019-20 we continued to see a high volume of ATIPP requests across government departments and other public bodies. ATIPP coordinators in Newfoundland and Labrador continue to work hard to fulfill the requests on time, with 97% per cent being completed within legislated timeframes.

As the volume of ATIPP requests continue to be high, it is important that ATIPP coordinators are supported in their work. To this end, the ATIPP Office offers regular training for both new and seasoned coordinators. Over the past year, 60 sessions were provided to coordinators and other public body employees. Over 50 per cent of the sessions were completed by municipalities, who continue to show vigilance in ensuring compliance with privacy and access to information provisions.

Privacy protection is another large portion of the work completed at the ATIPP office. This year, the office conducted 61 privacy assessments on a wide range of projects across government. The purpose of the assessments are to ensure that information is protected and used properly.

The end of this fiscal year brought with it many challenges arising from the state of emergency in January as well as COVID-19. The ATIPP Office continued to operate throughout, and in March quickly developed guidance for public bodies on issues such as protecting privacy while working from home and using conferencing platforms. They continued to support coordinators throughout this process.

More work is being done across the province to ensure information is accessed and privacy is protected. I encourage you to read the remainder of the report to find out more.

A stylized, handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

Honourable John Hogan  
Minister of Justice and Public Safety



## Overview

ATIPPA, 2015 sets out how public bodies in Newfoundland and Labrador must respond to access to information requests, and how they must protect personal information. The role of the ATIPP Office is to assist these public bodies in complying with the legislation, and monitor how well ATIPPA, 2015 is being followed.

Public bodies include government departments, agencies, boards, commissions, Crown corporations, health authorities, educational bodies and municipalities.

### **Providing Assistance**

In order to fulfill our mandate of supporting public bodies in compliance with ATIPPA, 2015, the ATIPP Office:

- operates a help line for public bodies, members of the public and anyone else who has questions about access to information and protection of privacy;
- develops training materials and delivers training sessions for ATIPP coordinators, municipalities, and other public body employees;
- delivers Communities of Practice sessions which are available to ATIPP coordinators across the province;
- maintains policy manuals on access and privacy;
- develops guidance on specific issues including municipal access and privacy, handling privacy breaches, and information protection; and
- conducts privacy assessments on new and existing projects.

### **Monitoring Access and Privacy**

The ATIPP Office also monitors how well public bodies are complying with ATIPPA, 2015. This role includes:

- maintaining statistics on access requests to departments and public bodies, including the outcome of requests, fees charged and response times; and
- monitoring privacy breaches that occur across government.

Information about the ATIPP process and the ATIPP Office can be found online at: [www.gov.nl.ca/atipp](http://www.gov.nl.ca/atipp).

## Highlights of 2019-20

This has been a busy year for access to information, protection of privacy and the ATIPP Office with a record number of requests and a strong focus on training.

In the 2019-20 fiscal year, 2,879 requests were made to government departments and public bodies, up from 2,412 the year before (a 19 percent increase). While not as significant an increase as was seen in previous years, this increase in requests over the last five years represents a substantial increase over time, and a significant increase in the workload for ATIPP coordinators across all public bodies as well as for the ATIPP Office.

In addition, the ATIPP Office facilitated enrollment in the University of Alberta Information Access and Protection of Privacy Certificate program for government department coordinators.

Throughout the year, the ATIPP Office has also supported ATIPP coordinators, public body staff and members of the public through our ATIPP Help Line, fielding over 1,400 calls on a wide variety of access and privacy issues.

The ATIPP Office continues to ensure the ATIPP process is transparent through the Completed ATIPP Request website (<http://atipp-search.gov.nl.ca/>). General requests are posted on this website so the public can access information that has been disclosed through the ATIPP process.

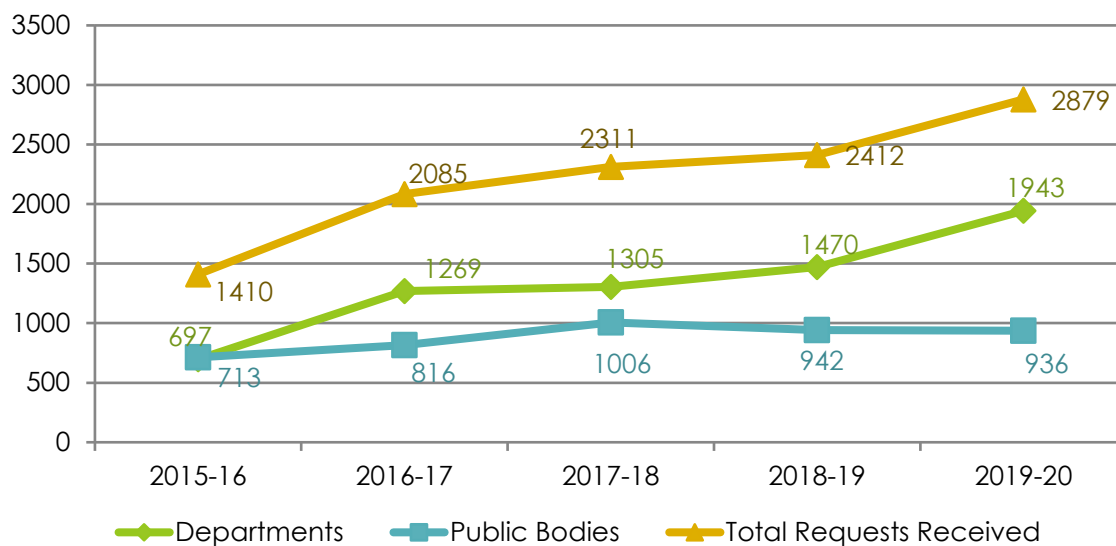


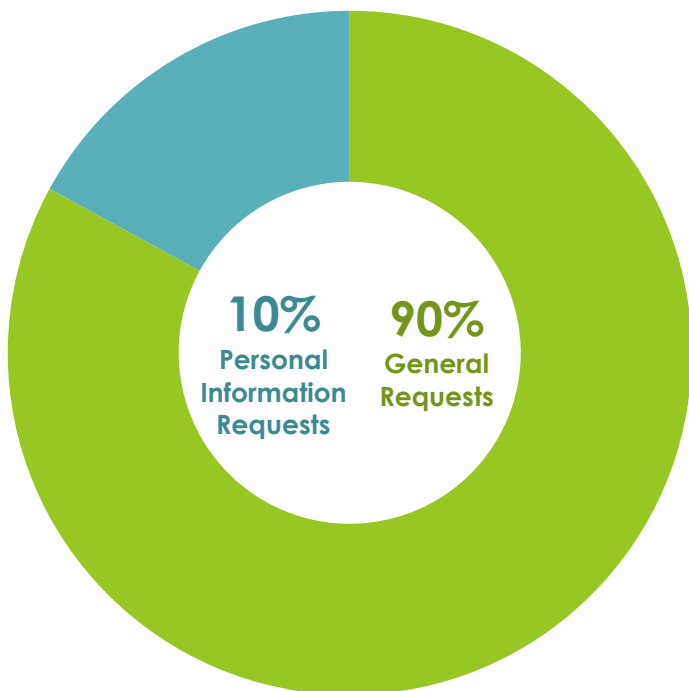
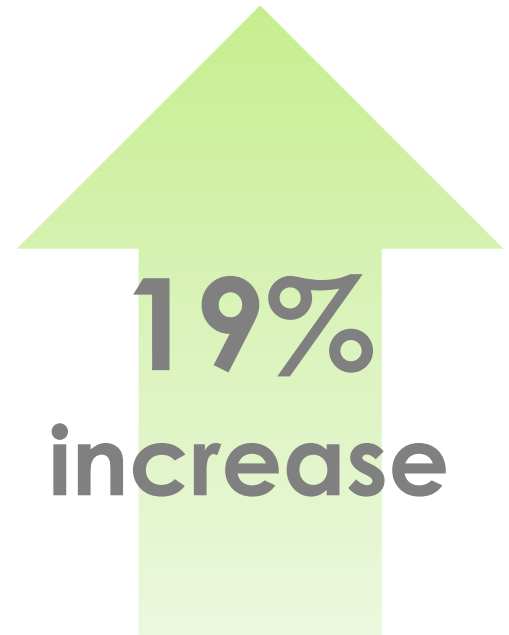
# Report on Performance

## Increase in Requests Received

In the 2019-20 fiscal year, a total of 2,879 access requests were made to government departments and public bodies (see Annex A, Table 1). This represents a 19 per cent increase from the previous fiscal year when 2,412 requests were received. Overall, there has been a 104 per cent increase in the number of access requests received by government departments and public bodies over a five-year period (2016-17 to 2019-20).

**Figure 1 – Number of Access Requests by Fiscal Year**

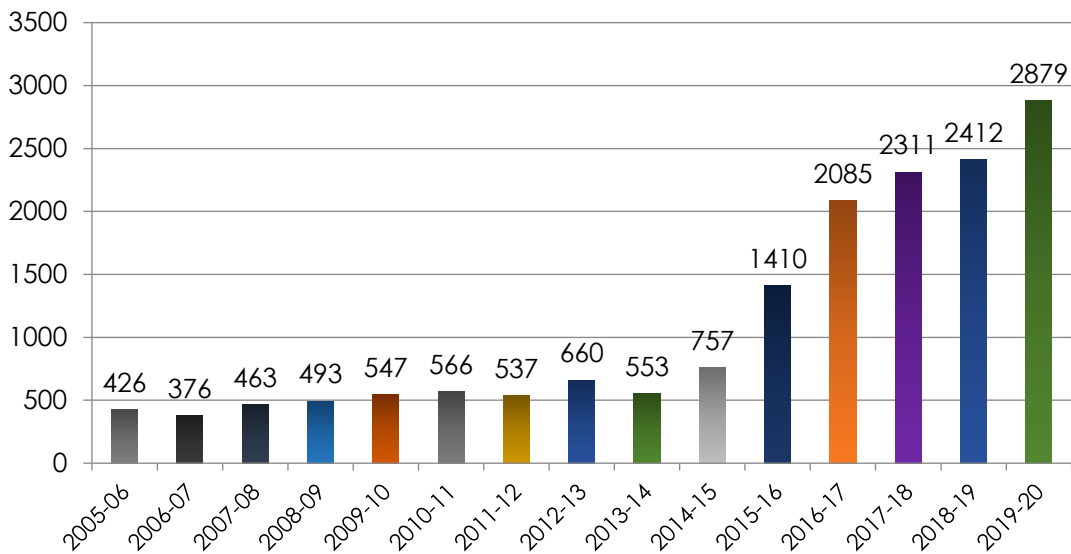




During 2019-20, general requests represented the majority of access to information requests received by all public bodies.

A look at the 15 years since the Act came into force shows an overall increase in the number of access requests received by departments and public bodies. 2019-20 saw the highest number of requests with 2,879 requests, as compared with 2005-06 where 426 requests were received (Figure 2).

**Figure 2 – Number of Access Requests Over 15-Year Period**



Of the 2,879 requests received in 2019-20, the Government of Newfoundland and Labrador received 1,943 (67 per cent) requests, while other public bodies received 936 (33 per cent) requests. Of the requests made to government departments and public bodies, 282 (10 per cent) were for personal information – people asking for their own information. The remaining 2,597 (90 per cent) were general requests for records relating to public body activities and programs.

## Response Times to Access Requests

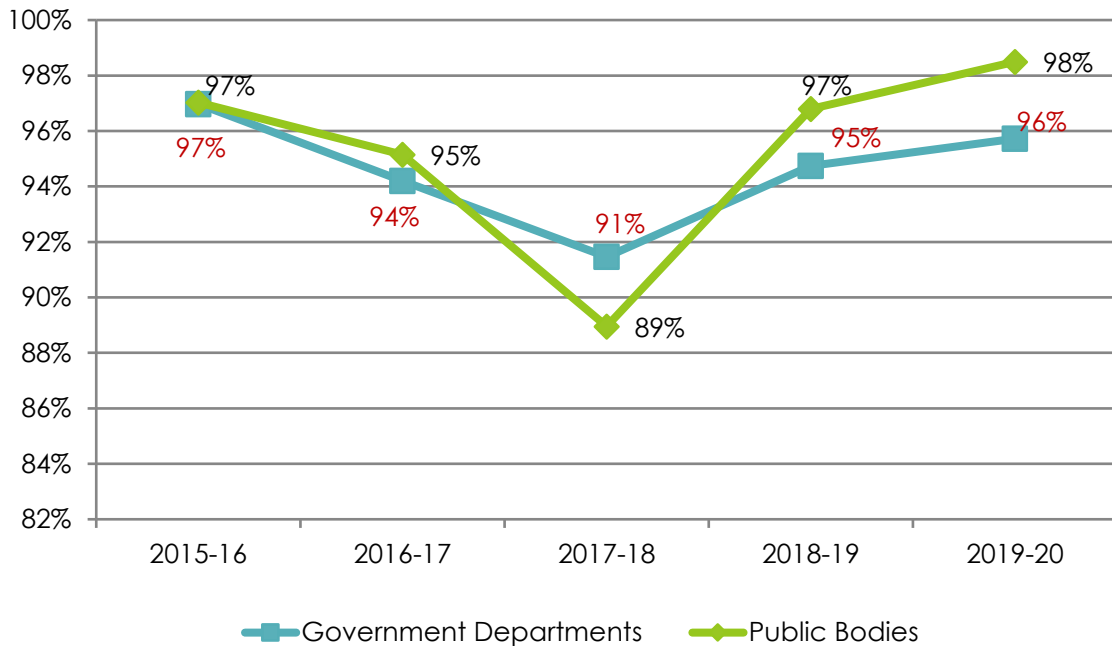
During the 2019-20 fiscal year:

- departments responded to 96 per cent of requests within the legislated timelines<sup>1</sup>; and
- public bodies responded to 98 per cent of requests within the legislated timelines<sup>2</sup>.

<sup>1</sup> At the time of this report, two departmental requests had not closed.

<sup>2</sup> At the time of this report, five public body requests had not closed.

**Figure 3 – On-Time Response Timelines for All Requests (General and Personal Information Requests) (2015-16 to 2019-20)**

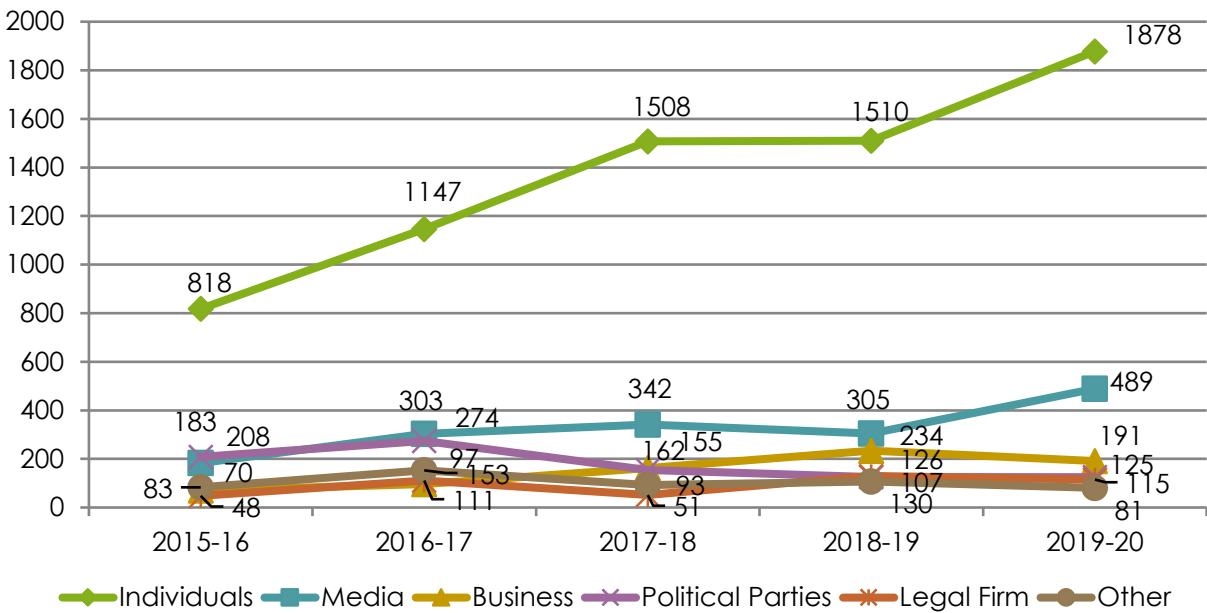


### Requests submitted by Applicant Type

Many different types of people make access to information requests each year. These applicants are divided into eight different categories: individuals, political parties, media, businesses, legal firms, interest groups, researchers and other public bodies.

Individuals, media and businesses made the largest number of requests in 2019-20.

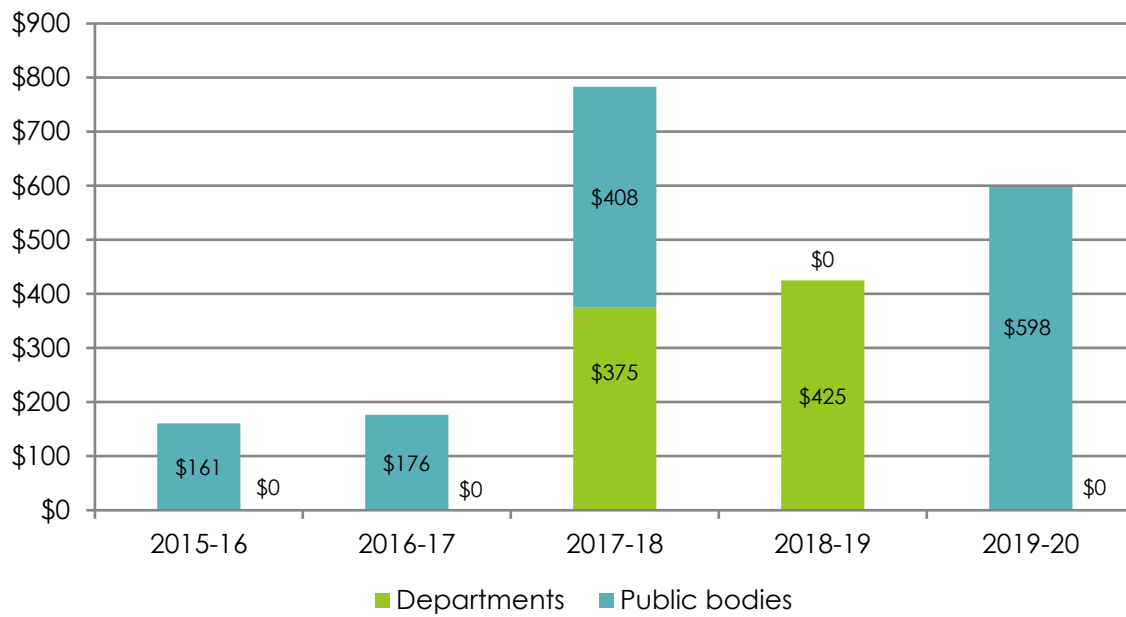
**Figure 4 – Requests by Applicant Type**



### Processing Costs Paid for Access Requests

Limited costs were paid in 2019-20 as a result of the changes to the Cost Schedule in March 2015. This included the elimination of an application fee; a reduction in what can be charged; and increase in free time provided to applicants before costs can be applied.

**Figure 5 – Processing Costs Paid**

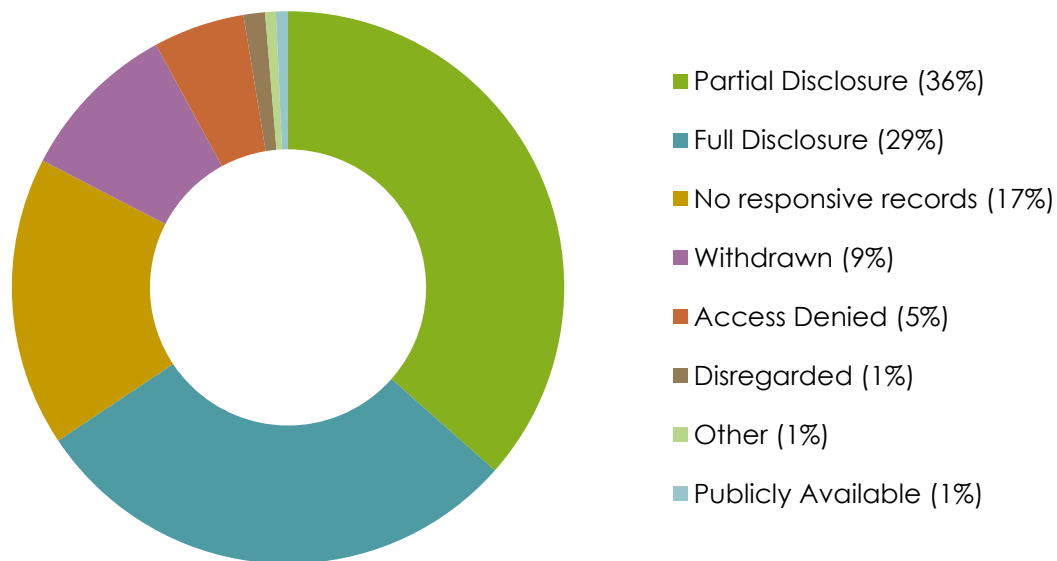


*\*rounded to the nearest dollar*

## Outcomes of Requests

Figure 6 shows the final outcome of requests made to departments and other public bodies in 2019-120. The majority resulted in partial disclosure (36 per cent) or full disclosure (29 per cent).

**Figure 6 – Final Outcome of Access Requests Responded to by Departments and other Public Bodies**



*Note: Percentages do not add up to 100% due to rounding.*

## ATIPP Office Support

In an effort to assist government departments and public bodies understand their roles and responsibilities relating to access to information and the protection of privacy, the ATIPP Office provides advice and guidance to these entities and also responds to public inquiries.

The ATIPP Office received 1,422 calls during 2019-20.

1,422

calls responded to by the  
ATIPP Office in 2019-20

## Privacy Assessments

Any new government programs must undergo a preliminary privacy impact assessment or a full privacy impact assessment to identify potential privacy risks and ensure compliance with the privacy provisions of the Act.

In 2019-20, the ATIPP Office reviewed 61 privacy assessments of new or existing programs and services to ensure the protection of personal information.

## Training

This fiscal year the ATIPP Office continued to provide various types of training for coordinators and public body employees.

60

Training sessions held  
across the province in  
2019-20

During 2019-20, the ATIPP Office staff conducted province wide training for public bodies.

In total, more than 350 people attended 60 different access and privacy training sessions in 2019-20 and 707 completed the online access and privacy training offered through the Government of Newfoundland and Labrador's Centre for Learning and Development.



## Annex A - Detailed Statistical Report

During 2019-20, departments and public bodies received a total of 2,879 general and personal access requests. Public bodies include government agencies, boards, commissions, municipalities, Crown corporations, healthcare and educational bodies.

**Table 1 – Total Number of Requests Received (April 1, 2019 to March 31, 2020)**

<b>REQUEST TYPE</b>	<b>Total</b>	<b>%</b>
General Requests to a Government Department	<b>1,766</b>	<b>61%</b>
General Requests to a Public Body	<b>831</b>	<b>29%</b>
Personal Information Requests to a Government Department	<b>177</b>	<b>6%</b>
Personal Information Requests to a Public Body	<b>105</b>	<b>4%</b>
<b>TOTAL</b>	<b>2,879</b>	<b>100%</b>

The listing of government departments is based on the departmental structure at the end of the 2019-20 fiscal year.

### Section A – Volume and Applicant Type

During the 2019-20 fiscal year, a total of 2,879 requests were received by government departments and public bodies. Of these, departments received 1,943 (67 per cent) and public bodies 936 (33 per cent).

## General and Personal information requests

**Table 2a – All Requests by Frequency of Applicant Type (April 1, 2019 to March 31, 2020)**

Applicant Type	Departments	Public Bodies	Total	%
Individual	1 197	681	<b>1878</b>	<b>65%</b>
Media	423	66	<b>489</b>	<b>17%</b>
Business	99	92	<b>191</b>	<b>7%</b>
Political Party	108	17	<b>125</b>	<b>4%</b>
Legal Firm	80	35	<b>115</b>	<b>4%</b>
Interest Group	17	25	<b>42</b>	<b>1%</b>
Other Public Body	9	10	<b>19</b>	<b>1%</b>
Researcher	8	5	<b>13</b>	<b>0%</b>
Not Closed	2	5	<b>7</b>	<b>0%</b>
<b>Total</b>	<b>1943</b>	<b>936</b>	<b>2879</b>	<b>99%</b>

Note: Percentages do not add up to 100% due to rounding.

**Table 2b – All Requests by Department and Applicant Type (April 1, 2019 to March 31, 2020)**

DEPARTMENT	Individual	Media	Political Party	Business	Legal Firm	Interest Group	Other Public Body	Researcher	Not Closed	TOTAL
Advanced Education, Skills and Labour	27	42	6	0	1	6	0	0	0	<b>82</b>
Children, Seniors and Social Development	30	24	0	0	0	0	0	0	0	<b>54</b>
Education and Early Childhood Development	20	23	3	0	0	0	0	0	0	<b>46</b>
Executive Council (Cabinet Secretariat)	14	3	4	0	6	0	0	0	0	<b>27</b>
Human Resource Secretariat	45	5	4	0	1	0	0	0	0	<b>55</b>
Intergovernmental and Indigenous Affairs Secretariat	16	6	5	0	57	0	0	0	0	<b>84</b>
Labrador Affairs Secretariat	9	0	0	0	0	0	0	0	0	<b>9</b>
Office of the Chief Information Officer	10	0	0	0	1	0	0	0	1	<b>12</b>
Office for the Status of Women	9	0	1	0	0	0	0	0	0	<b>10</b>
Premier's Office	38	45	9	0	0	0	0	0	0	<b>92</b>
Finance	36	18	14	6	0	0	0	4	0	<b>78</b>
Fisheries and Land Resources	105	37	9	4	0	3	0	0	0	<b>158</b>
Health and Community Services	72	36	12	13	5	3	1	1	0	<b>143</b>
Justice and Public Safety	112	28	7	5	5	2	0	1	0	<b>160</b>

DEPARTMENT	Individual	Media	Political Party	Business	Legal Firm	Interest Group	Other Public Body	Researcher	Not Closed	TOTAL
Municipal Affairs and Environment	169	24	3	9	4	0	3	0	0	212
Natural Resources	299	39	7	12	0	0	0	0	0	357
Service NL	101	28	6	12	0	2	0	2	0	151
Tourism, Culture, Industry and Innovation	39	32	5	3	0	0	4	0	1	84
Transportation and Works	46	33	13	35	0	1	1	0	0	129
<b>Total by Applicant Type</b>	<b>1197</b>	<b>423</b>	<b>108</b>	<b>99</b>	<b>80</b>	<b>17</b>	<b>9</b>	<b>8</b>	<b>2</b>	<b>1943</b>
<b>Percentage %</b>	<b>62%</b>	<b>22%</b>	<b>6%</b>	<b>5%</b>	<b>4%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

**Table 2c – All Requests by Public Body and Applicant Type (April 1, 2019 to March 31, 2020)**

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Other Public Body	Researcher	Not closed	TOTAL
Central Health	7	5	2	0	8	2	0	1	0	25
Central Regional Service Board	1	0	0	0	0	0	0	0	0	1
Centre for Health Information	4	1	0	1	0	1	0	0	0	7
City of Corner Brook	3	0	1	1	0	0	0	0	0	5
City of Mount Pearl	20	3	3	0	0	0	1	0	1	28
City of St. John's	85	18	16	10	0	1	0	0	1	131
College of the North Atlantic	2	0	1	0	0	0	0	0	0	3
Conseil scolaire francophone provincial de terra-neuve-et-labrador	9	0	0	0	1	0	0	0	0	10
Eastern Health	97	9	4	0	5	4	0	0	0	119
Eastern Regional Service Board	1	0	0	0	0	0	0	0	0	1
Health Research Ethics Authority	2	0	1	0	0	0	0	0	0	3
Labrador-Grenfell Health	6	2	7	0	2	3	2	1	0	23
Legal Aid Commission	1	0	0	0	0	0	0	0	0	1
Marble Mountain Development Corporation	2	0	0	0	0	0	0	0	0	2
Memorial University	114	5	0	6	2	0	0	0	2	129
Municipal Assessment Agency	4	0	0	0	0	0	1	0	0	5
Nalcor	46	2	4	1	0	2	0	0	0	55
NL 911 Bureau	1	0	1	0	0	0	0	0	0	2
NL English School District	32	1	4	1	4	0	0	0	0	42
NL Housing Corporation	7	1	5	1	0	0	0	0	0	14

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Other Public Body	Researcher	Not closed	TOTAL
NL Hydro	2	2	0	0	0	0	0	0	0	4
NL Liquor Corporation	7	0	4	0	0	0	0	1	0	12
Office of the Chief Medical Examiner	0	0	1	0	0	0	0	0	0	1
Office of the High Sheriff	0	0	1	0	0	0	0	0	0	1
Professional Fish Harvesters Certification Board	4	0	0	0	0	0	0	0	0	4
Public Procurement Agency	0	8	0	0	0	0	0	0	0	8
Public Service Commission	1	0	0	0	0	0	0	0	0	1
Public Utilities Board	1	0	0	0	0	0	0	0	0	1
The Rooms	1	0	4	0	0	1	0	0	0	6
Royal Newfoundland Constabulary	89	19	1	11	0	0	2	0	0	122
Town of Bay Roberts	3	1	0	0	0	0	0	0	0	4
Town of Brighton	1	0	0	0	0	0	0	0	0	1
Town of Burgeo	1	0	0	0	0	0	0	0	0	1
Town of Carbonear	2	0	0	0	0	0	0	0	0	2
Town of Conception Bay South	7	2	0	1	0	0	0	0	0	10
Town of Centreville-Wareham-Trinity	2	0	0	0	0	0	0	0	0	2
Town of Clarenville	1	0	0	1	0	0	0	0	0	2
Town of Deer Lake	0	0	0	0	0	0	2	0	0	2
Town of Flatrock	1	0	0	0	0	0	0	0	0	1
Town of Gambo	1	0	0	0	0	0	0	0	0	1
Town of Gander	11	0	0	0	0	0	0	0	1	12
Town of Grand Falls-Windsor	7	0	0	0	0	0	0	0	0	7
Town of Happy Valley-Goose Bay	0	1	1	1	0	0	0	0	0	3
Town of Harbour Main	7	0	0	0	0	0	0	0	0	7
Town of Holyrood	1	0	0	0	0	0	0	0	0	1
Town of Kippens	3	0	0	0	1	0	1	0	0	5
Town of Labrador City	1	0	1	0	0	0	0	0	0	2
Town of Lewisporte	1	0	0	0	0	0	0	0	0	1
Town of Logy Bay	3	0	0	0	0	0	0	0	0	3
Town of Lourdes	1	0	0	0	0	0	0	0	0	1
Town of Marystown	1	0	0	0	0	0	0	0	0	1
Town of Paradise	14	0	0	0	0	0	0	0	0	14
Town of Placentia	2	0	0	0	0	0	0	0	0	2
Town of Portugal Cove-St. Philip's	11	0	0	0	0	0	0	0	0	11

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Other Public Body	Researcher	Not closed	TOTAL
Town of St. George's	12	0	0	0	0	0	0	0	0	12
Town of St. Anthony	0	0	1	0	0	0	0	0	0	1
Town of Stephenville	5	1	0	0	0	0	0	0	0	6
Town of Torbay	1	1	0	0	0	0	0	0	0	2
Town of Wabana	3	0	0	0	0	0	0	0	0	3
Town of Wabush	2	0	0	0	0	0	0	0	0	2
Town of Whitbourne	1	0	0	0	0	0	0	0	0	1
Town of Witless Bay	5	0	0	0	0	0	0	0	0	5
Western Health	11	10	3	0	2	3	1	2	0	32
Western regional service board	1	0	0	0	0	0	0	0	0	1
Workplace NL	9	0	0	0	0	0	0	0	0	9
<b>Total by Applicant Type</b>	<b>681</b>	<b>92</b>	<b>66</b>	<b>35</b>	<b>25</b>	<b>17</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>936</b>
<b>Percentage %</b>	<b>73%</b>	<b>10%</b>	<b>7%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>102%</b>

Note: Percentages do not add up to 100% due to rounding.

## General requests

Table 2d – General Requests by Frequency of Applicant Type (April 1, 2019 to March 31, 2020)

Applicant Type	Departments	Public Bodies	Total	%
Individual	1025	586	1611	62%
Media	422	66	488	19%
Business	98	87	185	7%
Political Party	108	17	125	5%
Legal Firm	77	30	107	4%
Interest Group	17	25	42	2%
Other Public Body	9	10	19	1%
Researcher	8	5	13	1%
Not Closed	2	5	7	0%
<b>Total</b>	<b>1766</b>	<b>831</b>	<b>2597</b>	<b>101%</b>

Note: Percentages do not add up to 100% due to rounding.

**Table 2e – General Requests by Department and Applicant Type (April 1, 2019 to March 31, 2020)**

DEPARTMENT	Individual	Media	Political Party	Business	Legal Firm	Interest Group	Other Public Body	Researcher	Not Closed	TOTAL
Advanced Education, Skills and Labour	23	42	6	0	1	6	0	0	0	<b>78</b>
Children, Seniors and Social Development	29	24	0	0	0	0	0	0	0	<b>53</b>
Education and Early Childhood Development	18	23	3	0	0	0	0	0	0	<b>44</b>
Executive Council (Cabinet Secretariat)	13	3	4	0	6	0	0	0	0	<b>26</b>
Human Resource Secretariat	22	5	4	0	1	0	0	0	0	<b>32</b>
Intergovernmental and Indigenous Affairs Secretariat	16	6	5	0	57	0	0	0	0	<b>84</b>
Labrador Affairs Secretariat	9	0	0	0	0	0	0	0	0	<b>9</b>
Office of the Chief Information Officer	9	0	0	0	1	0	0	0	1	<b>11</b>
Office for the Status of Women	9	0	1	0	0	0	0	0	0	<b>10</b>
Premier's Office	35	45	9	0	0	0	0	0	0	<b>89</b>
Finance	30	18	14	6	0	0	0	4	0	<b>72</b>
Fisheries and Land Resources	92	36	9	4	0	3	0	0	0	<b>144</b>
Health and Community Services	37	36	12	13	5	3	1	1	0	<b>108</b>
Justice and Public Safety	60	28	7	5	2	2	0	1	0	<b>105</b>
Municipal Affairs and Environment	161	24	3	8	4	0	3	0	0	<b>203</b>
Natural Resources	299	39	7	12	0	0	0	0	0	<b>357</b>
Service NL	85	28	6	12	0	2	0	2	0	<b>135</b>
Tourism, Culture, Industry and Innovation	38	32	5	3	0	0	4	0	1	<b>83</b>
Transportation and Works	40	33	13	35	0	1	1	0	0	<b>123</b>
<b>Total by Applicant Type</b>	<b>1025</b>	<b>422</b>	<b>108</b>	<b>98</b>	<b>77</b>	<b>17</b>	<b>9</b>	<b>8</b>	<b>2</b>	<b>1766</b>
<b>Percentage %</b>	<b>58%</b>	<b>24%</b>	<b>6%</b>	<b>6%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

**Table 2f – General Requests by Public Body and Applicant Type (April 1, 2019 to March 31, 2020)**

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Other Public Body	Researcher	Not closed	TOTAL
Central Health	6	5	2	0	8	2	0	1	0	<b>24</b>
Central Regional Service Board	1	0	0	0	0	0	0	0	0	<b>1</b>
Centre for Health Information	4	1	0	1	0	1	0	0	0	<b>7</b>
City of Corner Brook	3	0	1	1	0	0	0	0	0	<b>5</b>
City of Mount Pearl	18	3	3	0	0	0	1	0	1	<b>26</b>
City of St. John's	81	18	16	10	0	1	0	0	1	<b>127</b>
College of the North Atlantic	1	0	1	0	0	0	0	0	0	<b>2</b>
Conseil scolaire francophone provincial de terra-neuve-et-labrador	9	0	0	0	1	0	0	0	0	<b>10</b>
Eastern Health	90	9	4	0	5	4	0	0	0	<b>112</b>
Eastern Regional Service Board	1	0	0	0	0	0	0	0	0	<b>1</b>
Health Research Ethics Authority	2	0	1	0	0	0	0	0	0	<b>3</b>
Labrador-Grenfell Health	6	2	7	0	2	3	2	1	0	<b>23</b>
Marble Mountain Development Corporation	2	0	0	0	0	0	0	0	0	<b>2</b>
Memorial University	94	3	0	6	2	0	0	0	2	<b>107</b>
Municipal Assessment Agency	4	0	0	0	0	0	1	0	0	<b>5</b>
Nalcor	45	2	4	1	0	2	0	0	0	<b>54</b>
NL 911 Bureau	1	0	1	0	0	0	0	0	0	<b>2</b>
NL English School District	22	1	4	1	4	0	0	0	0	<b>32</b>
NL Housing Corporation	6	1	5	1	0	0	0	0	0	<b>13</b>
NL Hydro	2	2	0	0	0	0	0	0	0	<b>4</b>
NL Liquor Corporation	7	0	4	0	0	0	0	1	0	<b>12</b>
Office of the Chief Medical Examiner	0	0	1	0	0	0	0	0	0	<b>1</b>
Office of the High Sheriff	0	0	1	0	0	0	0	0	0	<b>1</b>
Professional Fish Harvesters Certification Board	3	0	0	0	0	0	0	0	0	<b>3</b>
Public Procurement Agency	0	8	0	0	0	0	0	0	0	<b>8</b>
Public Utilities Board	1	0	0	0	0	0	0	0	0	<b>1</b>
The Rooms	1	0	4	0	0	1	0	0	0	<b>6</b>
Royal Newfoundland Constabulary	51	16	1	7	0	0	2	0	0	<b>77</b>
Town of Bay Roberts	2	1	0	0	0	0	0	0	0	<b>3</b>
Town of Brighton	1	0	0	0	0	0	0	0	0	<b>1</b>
Town of Burgeo	1	0	0	0	0	0	0	0	0	<b>1</b>
Town of Carbonear	1	0	0	0	0	0	0	0	0	<b>1</b>

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Other Public Body	Researcher	Not closed	TOTAL
Town of Conception Bay South	6	2	0	1	0	0	0	0	0	9
Town of Centreville-Wareham-Trinity	2	0	0	0	0	0	0	0	0	2
Town of Clarenville	1	0	0	0	0	0	0	0	0	1
Town of Deer Lake	0	0	0	0	0	0	2	0	0	2
Town of Flatrock	1	0	0	0	0	0	0	0	0	1
Town of Gambo	1	0	0	0	0	0	0	0	0	1
Town of Gander	11	0	0	0	0	0	0	0	1	12
Town of Grand Falls-Windsor	6	0	0	0	0	0	0	0	0	6
Town of Happy Valley-Goose Bay	0	1	1	1	0	0	0	0	0	3
Town of Harbour Main	7	0	0	0	0	0	0	0	0	7
Town of Holyrood	1	0	0	0	0	0	0	0	0	1
Town of Kippens	3	0	0	0	1	0	1	0	0	5
Town of Labrador City	1	0	1	0	0	0	0	0	0	2
Town of Lewisporte	1	0	0	0	0	0	0	0	0	1
Town of Logy Bay	3	0	0	0	0	0	0	0	0	3
Town of Lourdes	1	0	0	0	0	0	0	0	0	1
Town of Marystown	1	0	0	0	0	0	0	0	0	1
Town of Paradise	14	0	0	0	0	0	0	0	0	14
Town of Placentia	2	0	0	0	0	0	0	0	0	2
Town of Portugal Cove-St. Philip's	11	0	0	0	0	0	0	0	0	11
Town of St. George's	12	0	0	0	0	0	0	0	0	12
Town of St. Anthony	0	0	1	0	0	0	0	0	0	1
Town of Stephenville	5	1	0	0	0	0	0	0	0	6
Town of Torbay	1	1	0	0	0	0	0	0	0	2
Town of Wabana	3	0	0	0	0	0	0	0	0	3
Town of Wabush	2	0	0	0	0	0	0	0	0	2
Town of Whitbourne	1	0	0	0	0	0	0	0	0	1
Town of Witless Bay	5	0	0	0	0	0	0	0	0	5
Western Health	9	10	3	0	2	3	1	2	0	30
Western regional service board	1	0	0	0	0	0	0	0	0	1
Workplace NL	8	0	0	0	0	0	0	0	0	8
<b>Total by Applicant Type</b>	<b>586</b>	<b>87</b>	<b>66</b>	<b>30</b>	<b>25</b>	<b>17</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>831</b>
<b>Percentage %</b>	<b>71%</b>	<b>10%</b>	<b>8%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>101%</b>

Note: Percentages do not add up to 100% due to rounding.



## Personal information requests

**Table 2g – Personal Requests by Frequency of Applicant Type (April 1, 2019 to March 31, 2020)**

Applicant Type	Departments	Public Bodies	Total	%
Individual	172	95	267	<b>95%</b>
Legal Firm	3	5	8	<b>3%</b>
Business	1	5	6	<b>2%</b>
Media	1	0	1	<b>0%</b>
<b>Total</b>	<b>177</b>	<b>105</b>	<b>282</b>	<b>100%</b>

**Table 2i – Personal Requests by Department and Applicant Type (April 1, 2019 to March 31, 2020)**

DEPARTMENT	Individual	Legal Firm	Media	Business	TOTAL
Advanced Education, Skills and Labour	4	0	0	0	<b>4</b>
Children, Seniors and Social Development	1	0	0	0	<b>1</b>
Education and Early Childhood Development	2	0	0	0	<b>2</b>
Executive Council (Cabinet Secretariat)	1	0	0	0	<b>1</b>
Human Resource Secretariat	23	0	0	0	<b>23</b>
Office of the Chief Information Officer	1	0	0	0	<b>1</b>
Premier's Office	3	0	0	0	<b>3</b>
Finance	6	0	0	0	<b>6</b>
Fisheries and Land Resources	13	0	1	0	<b>14</b>
Health and Community Services	35	0	0	0	<b>35</b>
Justice and Public Safety	52	3	0	0	<b>55</b>
Municipal Affairs and Environment	8	0	0	1	<b>9</b>
Service NL	16	0	0	0	<b>16</b>
Tourism, Culture, Industry and Innovation	1	0	0	0	<b>1</b>
Transportation and Works	6	0	0	0	<b>6</b>
<b>Total by Applicant Type</b>	<b>172</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>177</b>
<b>Percentage %</b>	<b>97%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>101%</b>

Note: Percentages do not add up to 100% due to rounding.

**Table 2i – Personal Requests by Public Body and Applicant Type (April 1, 2018 to March 31, 2019)**

<b>PUBLIC BODY</b>	<b>Individual</b>	<b>Business</b>	<b>Legal Firm</b>	<b>TOTAL</b>
Central Health	1	0	0	<b>1</b>
City of Mount Pearl	2	0	0	<b>2</b>
City of St. John's	4	0	0	<b>4</b>
College of the North Atlantic	1	0	0	<b>1</b>
Eastern Health	7	0	0	<b>7</b>
Legal Aid Commission	1	0	0	<b>1</b>
Memorial University	20	2	0	<b>22</b>
Nalcor	1	0	0	<b>1</b>
NL English School District	10	0	0	<b>10</b>
NL Housing Corporation	1	0	0	<b>1</b>
Professional Fish Harvester Certification Board	1	0	0	<b>1</b>
Public Service Commission	1	0	0	<b>1</b>
Royal Newfoundland Constabulary	38	3	4	<b>45</b>
Town of Bay Roberts	1	0	0	<b>1</b>
Town of Carbonear	1	0	0	<b>1</b>
Town of Conception Bay South	1	0	0	<b>1</b>
Town of Clarenville	0	0	1	<b>1</b>
Town of Grand Falls-Windsor	1	0	0	<b>1</b>
Western Health	2	0	0	<b>2</b>
Workplace NL	1	0	0	<b>1</b>
<b>Total by Applicant Type</b>	<b>95</b>	<b>5</b>	<b>5</b>	<b>105</b>
<b>Percentage %</b>	<b>90%</b>	<b>5%</b>	<b>5%</b>	<b>100%</b>

## Section B – Costs

Section 25 of the Act gives the Minister responsible for the Act the right to establish a Cost Schedule which outlines the applicable costs for access to information requests (see Annex C). There is no application fee, however, applicants can be charged \$25 per hour for locating records; 25 cents per page for photocopying; and associated shipping costs. For municipalities, fees are not charged for the first 10 hours of time spent locating records. For all other public bodies, fees are not charged for the first 15 hours of time spent locating records. The head of a public body may waive the requirement to pay any fees if payment would impose an unreasonable financial hardship on the applicant or is in the public interest.

The table below represents a breakdown of the \$597.65 in costs paid by applicants for access requests.

**Table 3 – Costs Paid for General Requests (April 1, 2019 to March 31, 2020)**

PUBLIC BODY	TOTAL (\$)
Memorial University of Newfoundland	\$543.75
Town of Brighton	\$16.40
Town of Witless Bay	\$37.50
<b>Total</b>	<b>\$597.65</b>

*Note: \$12.50 of the amount charged by MUN had not been collected at the time this report was created.*

## Section C – Final Outcomes

Responding to requests can result in a range of possible outcomes. The outcome may be full or partial disclosure of information; the applicant may withdraw or abandon the request; the record may not exist or may already be available in the public domain; or access to the records may be denied. Partial disclosure means exceptions have been applied and some information has been redacted in accordance with the legislation.

## General and Personal information requests

**Table 4a – All Requests by Final Outcome (April 1, 2019 to March 31, 2020)**

Final outcome	Departments	Public Bodies	Total	%
Partial disclosure	727	318	<b>1045</b>	<b>36%</b>
Full disclosure	442	391	<b>833</b>	<b>29%</b>
No responsive records	406	79	<b>485</b>	<b>17%</b>
Withdrawn	244	27	<b>271</b>	<b>9%</b>
Access denied	64	89	<b>153</b>	<b>5%</b>
Disregarded	22	14	<b>36</b>	<b>1%</b>
Publicly Available	13	12	<b>25</b>	<b>1%</b>
Other	18	0	<b>18</b>	<b>1%</b>
Neither confirm/deny	5	1	<b>6</b>	<b>0%</b>
Not Closed	2	5	<b>7</b>	<b>0%</b>
<b>Total</b>	<b>1943</b>	<b>936</b>	<b>2879</b>	<b>99%</b>

Note: Percentages do not add up to 100% due to rounding.

**Table 4b – Final Outcome of All Requests by Department (April 1, 2019 to March 31, 2020)**

DEPARTMENT	Partial Disclosure	Full Disclosure	No responsive records	Withdrawn	Access denied	Disregarded	Other	Publicly Available	Neither Confirm/Deny	Not Closed	TOTAL
Advanced Education, Skills and Labour	43	28	3	4	3	0	0	0	1	0	<b>82</b>
Children, Seniors and Social Development	14	26	10	2	2	0	0	0	0	0	<b>54</b>
Education and Early Childhood Development	14	18	9	4	1	0	0	0	0	0	<b>46</b>
Executive Council (Cabinet Secretariat)	7	3	11	6	0	0	0	0	0	0	<b>27</b>
Human Resource Secretariat	20	14	5	8	3	3	0	2	0	0	<b>55</b>
Intergovernmental and Indigenous Affairs Secretariat	11	11	45	1	16	0	0	0	0	0	<b>84</b>
Labrador Affairs Secretariat	1	2	6	0	0	0	0	0	0	0	<b>9</b>
Office of the Chief Information Officer	3	2	1	4	1	0	0	0	0	1	<b>12</b>
Office for the Status of Women	2	4	2	0	0	1	0	1	0	0	<b>10</b>
Premier's Office	48	20	12	5	1	2	3	1	0	0	<b>92</b>
Finance	17	18	21	5	9	4	2	2	0	0	<b>78</b>
Fisheries and Land Resources	65	38	39	15	0	1	0	0	0	0	<b>158</b>
Health and Community Services	28	21	5	85	4	0	0	0	0	0	<b>143</b>

DEPARTMENT	Partial Disclosure	Full Disclosure	No responsive records	Withdrawn	Access denied	Disregarded	Other	Publicly Available	Neither Confirm/Deny	Not Closed	TOTAL
Justice and Public Safety	41	23	66	3	9	7	7	2	2	0	160
Municipal Affairs and Environment	93	37	34	38	1	3	4	1	1	0	212
Natural Resources	177	78	96	2	2	0	0	2	0	0	357
Service NL	80	36	23	6	4	0	2	0	0	0	151
Tourism, Culture, Industry and Innovation	25	32	14	9	1	0	0	1	1	1	84
Transportation and Works	38	31	4	47	7	1	0	1	0	0	129
<b>Total</b>	<b>727</b>	<b>442</b>	<b>406</b>	<b>244</b>	<b>64</b>	<b>22</b>	<b>18</b>	<b>13</b>	<b>5</b>	<b>2</b>	<b>1943</b>
<b>Percentage%</b>	<b>37%</b>	<b>23%</b>	<b>21%</b>	<b>13%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

Of the 1,943 requests received to by departments, 1,169 (60 per cent) resulted in partial or full disclosure, 406 (21 per cent) were for information where there were no responsive records, access was denied in 64 (three per cent) requests, while 244 (13 per cent) were withdrawn.

**Table 4c – Final Outcome of All Requests by Public Body (April 1, 2019 to March 31, 2020)**

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Access Denied	No responsive records	Withdrawn	Disregard	Publicly Available	Neither Confirm/Deny	Not Closed	TOTAL
Central Health	20	4	0	1	0	0	0	0	0	25
Central Regional Service Board	0	0	0	0	0	1	0	0	0	1
Centre for Health Information	3	3	0	1	0	0	0	0	0	7
City of Corner Brook	1	3	0	1	0	0	0	0	0	5
City of Mount Pearl	3	21	1	0	0	0	1	1	1	28
City of St. John's	62	54	3	6	1	0	4	0	1	131
College of the North Atlantic	0	2	1	0	0	0	0	0	0	3
Conseil scolaire francophone provincial de terra-neuve-et-labrador	5	4	0	1	0	0	0	0	0	10
Eastern Health	53	27	11	21	3	4	0	0	0	119
Eastern Regional Service Board	1	0	0	0	0	0	0	0	0	1
Health Research Ethics Authority	1	1	0	0	0	1	0	0	0	3
Labrador-Grenfell Health	14	3	0	5	1	0	0	0	0	23
Legal Aid Commission	1	0	0	0	0	0	0	0	0	1
Marble Mountain Development Corporation	2	0	0	0	0	0	0	0	0	2
Memorial University	36	66	1	12	5	4	3	0	2	129

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Access Denied	No responsive records	Withdrawn	Disregard	Publicly Available	Neither Confirm/Deny	Not Closed	TOTAL
Municipal Assessment Agency	2	3	0	0	0	0	0	0	0	5
Nalcor	33	11	3	6	1	0	1	0	0	55
NL 911 Bureau	1	1	0	0	0	0	0	0	0	2
NL English School District	17	12	1	1	9	2	0	0	0	42
NL Housing Corporation	6	7	0	1	0	0	0	0	0	14
NL Hydro	2	2	0	0	0	0	0	0	0	4
NL Liquor Corporation	3	5	1	1	1	0	1	0	0	12
Office of the Chief Medical Examiner	0	1	0	0	0	0	0	0	0	1
Office of the High Sheriff	1	0	0	0	0	0	0	0	0	1
Professional Fish Harvesters Certification Board	2	0	1	1	0	0	0	0	0	4
Public Procurement Agency	1	7	0	0	0	0	0	0	0	8
Public Service Commission	0	1	0	0	0	0	0	0	0	1
Public Utilities Board	0	1	0	0	0	0	0	0	0	1
The Rooms	0	3	1	2	0	0	0	0	0	6
Royal Newfoundland Constabulary	20	34	59	8	1	0	0	0	0	122
Town of Bay Roberts	2	0	1	0	1	0	0	0	0	4
Town of Brighton	0	1	0	0	0	0	0	0	0	1
Town of Burgeo	1	0	0	0	0	0	0	0	0	1
Town of Carbonear	1	1	0	0	0	0	0	0	0	2
Town of Conception Bay South	2	7	0	1	0	0	0	0	0	10
Town of Centreville-Wareham-Trinity	0	1	0	0	0	0	1	0	0	2
Town of Clarendville	2	0	0	0	0	0	0	0	0	2
Town of Deer Lake	2	0	0	0	0	0	0	0	0	2
Town of Flatrock	1	0	0	0	0	0	0	0	0	1
Town of Gambo	0	1	0	0	0	0	0	0	0	1
Town of Gander	8	1	1	0	1	0	0	0	1	12
Town of Grand Falls-Windsor	6	0	1	0	0	0	0	0	0	7
Town of Happy Valley-Goose Bay	1	2	0	0	0	0	0	0	0	3
Town of Harbour Main	6	0	0	1	0	0	0	0	0	7
Town of Holyrood	1	0	0	0	0	0	0	0	0	1
Town of Kippens	3	1	0	0	0	1	0	0	0	5
Town of Labrador City	2	0	0	0	0	0	0	0	0	2
Town of Lewisporte	0	0	0	0	1	0	0	0	0	1
Town of Logy Bay	3	0	0	0	0	0	0	0	0	3
Town of Lourdes	1	0	0	0	0	0	0	0	0	1
Town of Marystown	0	1	0	0	0	0	0	0	0	1
Town of Paradise	5	9	0	0	0	0	0	0	0	14

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Access Denied	No responsive records	Withdrawn	Disregard	Publicly Available	Neither Confirm/Deny	Not Closed	TOTAL
Town of Placentia	2	0	0	0	0	0	0	0	0	2
Town of Portugal Cove-St. Philip's	10	1	0	0	0	0	0	0	0	11
Town of St. George's	8	0	0	3	0	1	0	0	0	12
Town of St. Anthony	1	0	0	0	0	0	0	0	0	1
Town of Stephenville	3	0	1	1	0	0	1	0	0	6
Town of Torbay	1	1	0	0	0	0	0	0	0	2
Town of Wabana	0	3	0	0	0	0	0	0	0	3
Town of Wabush	2	0	0	0	0	0	0	0	0	2
Town of Whitbourne	1	0	0	0	0	0	0	0	0	1
Town of Witless Bay	0	5	0	0	0	0	0	0	0	5
Western Health	18	7	2	3	2	0	0	0	0	32
Western regional service board	1	0	0	0	0	0	0	0	0	1
Workplace NL	7	0	0	2	0	0	0	0	0	9
<b>Total</b>	<b>391</b>	<b>318</b>	<b>89</b>	<b>79</b>	<b>27</b>	<b>14</b>	<b>12</b>	<b>1</b>	<b>5</b>	<b>936</b>
<b>Percentage%</b>	<b>42%</b>	<b>34%</b>	<b>10%</b>	<b>8%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>100%</b>

Of the 936 requests received by public bodies, 709 (76 per cent) resulted in full or partial disclosure, access was denied in 89 (10 percent) requests, and 79 (eight per cent) were for information where there were no responsive records.

### General requests

**Table 4d – General Requests by Final Outcome (April 1, 2019 to March 31, 2020)**

Final outcome	Departments	Public Bodies	Total	%
Partial disclosure	670	273	943	36%
Full disclosure	419	368	787	30%
No responsive records	381	74	455	18%
Withdrawn	191	25	216	8%
Access denied	62	61	123	5%
Publicly Available	13	12	25	1%
Disregarded	10	12	22	1%
Other	15	0	15	1%
Neither confirm/deny	3	1	4	0%
Not Closed	2	5	7	0%
<b>Total</b>	<b>1766</b>	<b>831</b>	<b>2597</b>	<b>100%</b>

**Table 4e – Final Outcome of General Requests by Department (April 1, 2019 to March 31, 2020)**

DEPARTMENT	Partial Disclosure	Full Disclosure	No responsive records	Withdrawn	Access Denied	Other	Publicly Available	Disregarded	Neither confirm/deny	Not Closed	TOTAL
Advanced Education, Skills and Labour	40	28	3	4	3	0	0	0	0	0	<b>78</b>
Children, Seniors and Social Development	14	26	9	2	2	0	0	0	0	0	<b>53</b>
Education and Early Childhood Development	13	18	8	4	1	0	0	0	0	0	<b>44</b>
Executive Council (Cabinet Secretariat)	6	3	11	6	0	0	0	0	0	0	<b>26</b>
Human Resource Secretariat	9	9	4	5	3	0	2	0	0	0	<b>32</b>
Intergovernmental and Indigenous Affairs Secretariat	11	11	45	1	16	0	0	0	0	0	<b>84</b>
Labrador Affairs Secretariat	1	2	6	0	0	0	0	0	0	0	<b>9</b>
Office of the Chief Information Officer	3	2	1	3	1	0	0	0	0	1	<b>11</b>
Office for the Status of Women	2	4	2	0	0	0	1	1	0	0	<b>10</b>
Premier's Office	48	18	11	5	1	3	1	2	0	0	<b>89</b>
Finance	16	17	20	4	9	2	2	2	0	0	<b>72</b>
Fisheries and Land Resources	57	34	39	13	0	0	0	1	0	0	<b>144</b>
Health and Community Services	28	20	5	51	4	0	0	0	0	0	<b>108</b>
Justice and Public Safety	22	17	48	1	7	5	2	1	2	0	<b>105</b>
Municipal Affairs and Environment	91	34	34	36	1	4	1	2	0	0	<b>203</b>
Natural Resources	177	78	96	2	2	0	2	0	0	0	<b>357</b>
Service NL	70	36	21	3	4	1	0	0	0	0	<b>135</b>
Tourism, Culture, Industry and Innovation	25	32	14	8	1	0	1	0	1	1	<b>83</b>
Transportation and Works	37	30	4	43	7	0	1	1	0	0	<b>123</b>
<b>Total</b>	<b>670</b>	<b>419</b>	<b>381</b>	<b>191</b>	<b>62</b>	<b>15</b>	<b>13</b>	<b>10</b>	<b>3</b>	<b>2</b>	<b>1766</b>
<b>Percentage%</b>	<b>38%</b>	<b>24%</b>	<b>22%</b>	<b>11%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>102%</b>

Note: Percentages do not add up to 100% due to rounding.

Of the 1,766 general requests received by departments, 1,089 (62 per cent) resulted in partial or full disclosure, 381 (22 per cent) were for information where there were no responsive records and access was denied in 62 (four per cent) requests.



**Table 4f – Final Outcome of General Requests by Public Body (April 1, 2019 to March 31, 2020)**

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	No responsive records	Access Denied	Withdrawn	Disregard	Publicly Available	Neither Confirm/Deny	Not Closed	TOTAL
Central Health	20	3	1	0	0	0	0	0	0	<b>24</b>
Central Regional Service Board	0	0	0	0	0	1	0	0	0	<b>1</b>
Centre for Health Information	3	3	1	0	0	0	0	0	0	<b>7</b>
City of Corner Brook	1	3	1	0	0	0	0	0	0	<b>5</b>
City of Mount Pearl	3	19	0	1	0	0	1	1	1	<b>26</b>
City of St. John's	59	53	6	3	1	0	4	0	1	<b>127</b>
College of the North Atlantic	0	1	0	1	0	0	0	0	0	<b>2</b>
Conseil scolaire francophone provincial de terra-neuve-et-labrador	5	4	1	0	0	0	0	0	0	<b>10</b>
Eastern Health	53	21	21	10	3	4	0	0	0	<b>112</b>
Eastern Regional Service Board	1	0	0	0	0	0	0	0	0	<b>1</b>
Health Research Ethics Authority	1	1	0	0	0	1	0	0	0	<b>3</b>
Labrador-Grenfell Health	14	3	5	0	1	0	0	0	0	<b>23</b>
Marble Mountain Development Corporation	2	0	0	0	0	0	0	0	0	<b>2</b>
Memorial University	32	50	11	1	5	3	3	0	2	<b>107</b>
Municipal Assessment Agency	2	3	0	0	0	0	0	0	0	<b>5</b>
Nalcor	33	10	6	3	1	0	1	0	0	<b>54</b>
NL 911 Bureau	1	1	0	0	0	0	0	0	0	<b>2</b>
NL English School District	12	9	1	1	8	1	0	0	0	<b>32</b>
NL Housing Corporation	6	6	1	0	0	0	0	0	0	<b>13</b>
NL Hydro	2	2	0	0	0	0	0	0	0	<b>4</b>
NL Liquor Corporation	3	5	1	1	1	0	1	0	0	<b>12</b>
Office of the Chief Medical Examiner	0	1	0	0	0	0	0	0	0	<b>1</b>
Office of the High Sheriff	1	0	0	0	0	0	0	0	0	<b>1</b>
Professional Fish Harvesters Certification Board	2	0	1	0	0	0	0	0	0	<b>3</b>
Public Procurement Agency	1	7	0	0	0	0	0	0	0	<b>8</b>
Public Utilities Board	0	1	0	0	0	0	0	0	0	<b>1</b>
The Rooms	0	3	2	1	0	0	0	0	0	<b>6</b>
Royal Newfoundland Constabulary	13	25	4	34	1	0	0	0	0	<b>77</b>
Town of Bay Roberts	2	0	0	0	1	0	0	0	0	<b>3</b>
Town of Brighton	0	1	0	0	0	0	0	0	0	<b>1</b>
Town of Burgeo	1	0	0	0	0	0	0	0	0	<b>1</b>
Town of Carbonear	1	0	0	0	0	0	0	0	0	<b>1</b>
Town of Conception Bay South	2	6	1	0	0	0	0	0	0	<b>9</b>

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	No responsive records	Access Denied	Withdrawn	Disregard	Publicly Available	Neither Confirm/Deny	Not Closed	TOTAL
Town of Centreville-Wareham-Trinity	0	1	0	0	0	0	1	0	0	2
Town of Clarendville	1	0	0	0	0	0	0	0	0	1
Town of Deer Lake	2	0	0	0	0	0	0	0	0	2
Town of Flatrock	1	0	0	0	0	0	0	0	0	1
Town of Gambo	0	1	0	0	0	0	0	0	0	1
Town of Gander	8	1	0	1	1	0	0	0	1	12
Town of Grand Falls-Windsor	5	0	0	1	0	0	0	0	0	6
Town of Happy Valley-Goose Bay	1	2	0	0	0	0	0	0	0	3
Town of Harbour Main	6	0	1	0	0	0	0	0	0	7
Town of Holyrood	1	0	0	0	0	0	0	0	0	1
Town of Kippens	3	1	0	0	0	1	0	0	0	5
Town of Labrador City	2	0	0	0	0	0	0	0	0	2
Town of Lewisporte	0	0	0	0	1	0	0	0	0	1
Town of Logy Bay	3	0	0	0	0	0	0	0	0	3
Town of Lourdes	1	0	0	0	0	0	0	0	0	1
Town of Marystown	0	1	0	0	0	0	0	0	0	1
Town of Paradise	5	9	0	0	0	0	0	0	0	14
Town of Placentia	2	0	0	0	0	0	0	0	0	2
Town of Portugal Cove-St. Philip's	10	1	0	0	0	0	0	0	0	11
Town of St. George's	8	0	3	0	0	1	0	0	0	12
Town of St. Anthony	1	0	0	0	0	0	0	0	0	1
Town of Stephenville	3	0	1	1	0	0	1	0	0	6
Town of Torbay	1	1	0	0	0	0	0	0	0	2
Town of Wabana	0	3	0	0	0	0	0	0	0	3
Town of Wabush	2	0	0	0	0	0	0	0	0	2
Town of Whitbourne	1	0	0	0	0	0	0	0	0	1
Town of Witless Bay	0	5	0	0	0	0	0	0	0	5
Western Health	18	6	3	2	1	0	0	0	0	30
Western regional service board	1	0	0	0	0	0	0	0	0	1
Workplace NL	6	0	2	0	0	0	0	0	0	8
<b>Total</b>	<b>368</b>	<b>273</b>	<b>74</b>	<b>61</b>	<b>25</b>	<b>12</b>	<b>12</b>	<b>1</b>	<b>5</b>	<b>831</b>
<b>Percentage%</b>	<b>44%</b>	<b>33%</b>	<b>9%</b>	<b>7%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>99%</b>

Note: Percentages do not add up to 100% due to rounding.

Of the 831 general requests received by public bodies, 641 (77 per cent) resulted in full or partial disclosure, 74 (nine per cent) were for information where there

were no responsive records and access was denied in 61 (seven per cent) requests.

### Personal information requests

**Table 4g – Personal information requests by Final Outcome (April 1, 2019 to March 31, 2020)**

Final outcome	Departments	Public Bodies	Total	%
Partial disclosure	57	45	102	36%
Withdrawn	53	2	55	20%
Full disclosure	23	23	46	16%
No responsive records	25	5	30	11%
Access denied	2	28	30	11%
Disregarded	12	2	14	5%
Other	3	0	3	1%
Neither confirm/deny	2	0	2	1%
<b>Total</b>	<b>177</b>	<b>105</b>	<b>282</b>	<b>101%</b>

Note: Percentages do not add up to 100% due to rounding.

**Table 4h – Final Outcome of Personal Requests by Department (April 1, 2019 to March 31, 2020)**

DEPARTMENT	Partial Disclosure	Withdrawn	No responsive records	Full disclosure	Disregarded	Other	Access Denied	Neither Confirm/Deny	TOTAL
Advanced Education, Skills and Labour	3	0	0	0	0	0	0	1	4
Children, Seniors and Social Development	0	0	1	0	0	0	0	0	1
Education and Early Childhood Development	1	0	1	0	0	0	0	0	2
Executive Council (Cabinet Secretariat)	1	0	0	0	0	0	0	0	1
Human Resource Secretariat	11	3	1	5	3	0	0	0	23
Office of the Chief Information Officer	0	1	0	0	0	0	0	0	1
Premier's Office	0	0	1	2	0	0	0	0	3
Finance	1	1	1	1	2	0	0	0	6
Fisheries and Land Resources	8	2	0	4	0	0	0	0	14
Health and Community Services	0	34	0	1	0	0	0	0	35
Justice and Public Safety	19	2	18	6	6	2	2	0	55

DEPARTMENT	Partial Disclosure	Withdrawn	No responsive records	Full disclosure	Disregarded	Other	Access Denied	Neither Confirm/Deny	TOTAL
Municipal Affairs and Environment	2	2	0	3	1	0	0	1	9
Service NL	10	3	2	0	0	1	0	0	16
Tourism, Culture, Industry and Innovation	0	1	0	0	0	0	0	0	1
Transportation and Works	1	4	0	1	0	0	0	0	6
<b>Total</b>	<b>57</b>	<b>53</b>	<b>25</b>	<b>23</b>	<b>12</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>177</b>
<b>Percentage%</b>	<b>32%</b>	<b>30%</b>	<b>14%</b>	<b>13%</b>	<b>7%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

Of the 177 requests received by departments, 80 (45 per cent) resulted in partial or full disclosure, 53 (30 per cent) were withdrawn, access was denied in two (one per cent) requests and 12 (seven per cent) were disregarded with the approval of the Office of the Information and Privacy Commissioner.

**Table 4i – Final Outcome of Personal Requests by Public Body (April 1, 2019 to March 31, 2020)**

OUTCOME BY PUBLIC BODY	Partial Disclosure	Access Denied	Full Disclosure	No responsive records	Withdrawn	Disregarded	TOTAL
Central Health	1	0	0	0	0	0	1
City of Mount Pearl	2	0	0	0	0	0	2
City of St. John's	1	0	3	0	0	0	4
College of the North Atlantic	1	0	0	0	0	0	1
Eastern Health	6	1	0	0	0	0	7
Legal Aid Commission	0	0	1	0	0	0	1
Memorial University	16	0	4	1	0	1	22
Nalcor	1	0	0	0	0	0	1
NL English School District	3	0	5	0	1	1	10
NL Housing Corporation	1	0	0	0	0	0	1
Professional Fish Harvester Certification Board	0	1	0	0	0	0	1
Public Service Commission	1	0	0	0	0	0	1
Royal Newfoundland Constabulary	9	25	7	4	0	0	45
Town of Bay Roberts	0	1	0	0	0	0	1
Town of Carbonear	1	0	0	0	0	0	1
Town of Conception Bay South	1	0	0	0	0	0	1
Town of Clarenville	0	0	1	0	0	0	1

OUTCOME BY PUBLIC BODY	Partial Disclosure	Access Denied	Full Disclosure	No responsive records	Withdrawn	Disregarded	TOTAL
Town of Grand Falls-Windsor	0	0	1	0	0	0	1
Western Health	1	0	0	0	1	0	2
Workplace NL	0	0	1	0	0	0	1
<b>Total</b>	<b>45</b>	<b>28</b>	<b>23</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>105</b>
<b>Percentage%</b>	<b>43%</b>	<b>27%</b>	<b>22%</b>	<b>5%</b>	<b>2%</b>	<b>2%</b>	<b>101%</b>

*Note: Percentages do not add up to 100% due to rounding.*

Of the 105 requests received by public bodies, 68 (65 per cent) resulted in partial or full disclosure, access was denied in 28 (27 per cent) of requests and five (five per cent) were for information where there were no responsive records.

## Section D – Exceptions to Disclosure

One of the main purposes of the Act is to provide access to information subject only to specific and limited circumstances. Under the Act, certain types of information are exempt from disclosure to applicants. There are two categories of exceptions: mandatory exceptions, which departments and public bodies must apply; and discretionary exceptions, which departments and public bodies may exercise discretion to apply.

Since a single request may list more than one exception, the numbers noted in the tables below do not correlate to the total number of access requests received during the 2018-19 fiscal year. For example, one record or piece of information could be redacted as cabinet confidences (s.27), policy advice or recommendations (s.29) and information harmful to the financial or economic interests of a public body (s.35).

## General and Personal information requests

**Table 5a – Exceptions to Disclosure for All Requests by Departments and Public Bodies (April 1, 2019 to March 31, 2020)**

SECTION OF THE ATIPP ACT	TOTAL	%
<b>MANDATORY</b>		
s.27 – Cabinet Confidences	79	4%
s.33 – Information from a Workplace Investigation	16	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	107	5%
s.40 – Disclosure Harmful to Personal Privacy	823	38%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	18	1%
<b>DISCRETIONARY</b>		
s.28 – Local Public Body Confidences	10	0%
s.29 – Policy Advice or Recommendations	366	17%
s.30 – Legal Advice	169	8%
s.31 – Disclosure Harmful to Law Enforcement	92	4%
s.32 – Confidential Evaluations	19	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	97	5%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	317	15%
s.36 – Disclosure Harmful to Conservation	1	0%
s.37 – Disclosure Harmful to Individual or Public Safety	5	0%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	20	1%
<b>TOTAL (MANDATORY AND DISCRETIONARY)</b>	<b>2,139</b>	<b>100%</b>

## General requests

**Table 5b – Exceptions to Disclosure for General Requests by Departments and Public Bodies (April 1, 2019 to March 31, 2020)**

SECTION OF THE ATIPP ACT	TOTAL	%
<b>MANDATORY</b>		
s.27 – Cabinet Confidences	78	4%
s.33 – Information from a Workplace Investigation	12	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	105	5%
s.40 – Disclosure Harmful to Personal Privacy	724	38%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	10	1%
<b>DISCRETIONARY</b>		
s.28 – Local Public Body Confidences	9	0%
s.29 – Policy Advice or Recommendations	335	17%
s.30 – Legal Advice	136	7%
s.31 – Disclosure Harmful to Law Enforcement	75	4%
s.32 – Confidential Evaluations	12	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	93	5%

s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	313	16%
s.36 – Disclosure Harmful to Conservation	1	0%
s.37 – Disclosure Harmful to Individual or Public Safety	5	0%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	12	1%
<b>TOTAL (MANDATORY AND DISCRETIONARY)</b>	<b>1,920</b>	<b>100%</b>

## Personal information requests

**Table 5c – Exceptions to Disclosure for Personal Requests by Departments and Public Bodies (April 1, 2019 to March 31, 2020)**

SECTION OF THE ATIPP ACT	TOTAL	%
<b>MANDATORY</b>		
s.27 – Cabinet Confidences	1	0%
s.33 – Information from a Workplace Investigation	4	2%
s.39 – Disclosure Harmful to Business Interests of a Third Party	2	1%
s.40 – Disclosure Harmful to Personal Privacy	99	45%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	8	4%
<b>DISCRETIONARY</b>		
s.28 – Local Public Body Confidences	1	0%
s.29 – Policy Advice or Recommendations	31	14%
s.30 – Legal Advice	33	15%
s.31 – Disclosure Harmful to Law Enforcement	17	8%
s.32 – Confidential Evaluations	7	3%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	4	2%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	4	2%
s.36 – Disclosure Harmful to Conservation	0	0%
s.37 – Disclosure Harmful to Individual or Public Safety	0	0%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	8	4%
<b>TOTAL (MANDATORY AND DISCRETIONARY)</b>	<b>219</b>	<b>100%</b>

## Section E – Response Times

The Act requires that public bodies respond to a request within 20 business days. With the approval of the Information and Privacy Commissioner, public bodies can apply an extension where it necessary and reasonable to do so in the circumstances, for the number of business days the Commissioner considers appropriate.

## General and Personal Information Requests

**Table 6a – Response timelines for all requests (April 1, 2019 to March 31, 2020)**

Timelines	Departments	Public Bodies	Total	%
Met timeline	1694	828	<b>2522</b>	<b>88%</b>
Met timeline with extension	164	89	<b>253</b>	<b>9%</b>
Timeline not met	83	14	<b>97</b>	<b>3%</b>
Not closed	2	5	<b>7</b>	<b>0%</b>
<b>Total</b>	<b>1943</b>	<b>936</b>	<b>2879</b>	<b>100%</b>

**Table 6b – Response Timelines for All Requests by Department (April 1, 2019 to March 31, 2020)**

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Advanced Education, Skills and Labour	74	5	3	0	<b>82</b>
Children, Seniors and Social Development	50	4	0	0	<b>54</b>
Education and Early Childhood Development	45	1	0	0	<b>46</b>
Executive Council (Cabinet Secretariat)	21	5	1	0	<b>27</b>
Human Resource Secretariat	47	8	0	0	<b>55</b>
Intergovernmental and Indigenous Affairs Secretariat	62	21	1	0	<b>84</b>
Labrador Affairs Secretariat	9	0	0	0	<b>9</b>
Office of the Chief Information Officer	10	1	0	1	<b>12</b>
Office for the Status of Women	10	0	0	0	<b>10</b>
Premier's Office	77	10	5	0	<b>92</b>
Finance	69	5	4	0	<b>78</b>
Fisheries and Land Resources	136	5	17	0	<b>158</b>
Health and Community Services	138	5	0	0	<b>143</b>
Justice and Public Safety	142	14	4	0	<b>160</b>
Municipal Affairs and Environment	153	36	23	0	<b>212</b>
Natural Resources	345	12	0	0	<b>357</b>
Service NL	124	10	17	0	<b>151</b>
Tourism, Culture, Industry and Innovation	72	9	2	1	<b>84</b>
Transportation and Works	110	13	6	0	<b>129</b>
<b>Total</b>	<b>1694</b>	<b>164</b>	<b>83</b>	<b>2</b>	<b>1943</b>
<b>Percentage %</b>	<b>87%</b>	<b>8%</b>	<b>4%</b>	<b>0%</b>	<b>99%</b>

Note: Percentages do not add up to 100% due to rounding.



**Table 6c – Response Timelines for All Requests by Public Bodies (April 1, 2019 to March 31, 2020)**

<b>PUBLIC BODY</b>	<b>Met Timeline</b>	<b>Met Timeline with Extension</b>	<b>Timeline not Met</b>	<b>Not Closed</b>	<b>TOTAL</b>
Central Health	24	1	0	0	<b>25</b>
Central Regional Service Board	1	0	0	0	<b>1</b>
Centre for Health Information	7	0	0	0	<b>7</b>
City of Corner Brook	5	0	0	0	<b>5</b>
City of Mount Pearl	26	1	0	1	<b>28</b>
City of St. John's	127	2	1	1	<b>131</b>
College of the North Atlantic	3	0	0	0	<b>3</b>
Conseil scolaire francophone provincial de terra-neuve-et-labrador	2	8	0	0	<b>10</b>
Eastern Health	106	13	0	0	<b>119</b>
Eastern Regional Service Board	1	0	0	0	<b>1</b>
Health Research Ethics Authority	3	0	0	0	<b>3</b>
Labrador-Grenfell Health	23	0	0	0	<b>23</b>
Legal Aid Commission	1	0	0	0	<b>1</b>
Marble Mountain Development Corporation	2	0	0	0	<b>2</b>
Memorial University	93	33	1	2	<b>129</b>
Municipal Assessment Agency	5	0	0	0	<b>5</b>
Nalcor	51	4	0	0	<b>55</b>
NL 911 Bureau	2	0	0	0	<b>2</b>
NL English School District	36	6	0	0	<b>42</b>
NL Housing Corporation	11	2	1	0	<b>14</b>
NL Hydro	4	0	0	0	<b>4</b>
NL Liquor Corporation	8	4	0	0	<b>12</b>
Office of the Chief Medical Examiner	0	1	0	0	<b>1</b>
Office of the High Sheriff	1	0	0	0	<b>1</b>
Professional Fish Harvesters Certification Board	4	0	0	0	<b>4</b>
Public Procurement Agency	8	0	0	0	<b>8</b>
Public Service Commission	1	0	0	0	<b>1</b>
Public Utilities Board	0	1	0	0	<b>1</b>
The Rooms	5	1	0	0	<b>6</b>
Royal Newfoundland Constabulary	122	0	0	0	<b>122</b>
Town of Bay Roberts	4	0	0	0	<b>4</b>
Town of Brighton	1	0	0	0	<b>1</b>
Town of Burgeo	1	0	0	0	<b>1</b>
Town of Carbonear	2	0	0	0	<b>2</b>
Town of Conception Bay South	10	0	0	0	<b>10</b>

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Town of Centreville-Wareham-Trinity	2	0	0	0	2
Town of Clarendville	2	0	0	0	2
Town of Deer Lake	2	0	0	0	2
Town of Flatrock	1	0	0	0	1
Town of Gambo	1	0	0	0	1
Town of Gander	10	1	0	1	12
Town of Grand Falls-Windsor	5	1	1	0	7
Town of Happy Valley-Goose Bay	2	0	1	0	3
Town of Harbour Main	5	1	1	0	7
Town of Holyrood	1	0	0	0	1
Town of Kippens	5	0	0	0	5
Town of Labrador City	2	0	0	0	2
Town of Lewisporte	1	0	0	0	1
Town of Logy Bay	2	1	0	0	3
Town of Lourdes	1	0	0	0	1
Town of Marystown	1	0	0	0	1
Town of Paradise	13	0	1	0	14
Town of Placentia	2	0	0	0	2
Town of Portugal Cove-St. Philip's	6	0	5	0	11
Town of St. George's	12	0	0	0	12
Town of St. Anthony	1	0	0	0	1
Town of Stephenville	6	0	0	0	6
Town of Torbay	1	1	0	0	2
Town of Wabana	1	0	2	0	3
Town of Wabush	1	1	0	0	2
Town of Whitbourne	1	0	0	0	1
Town of Witless Bay	1	4	0	0	5
Western Health	30	2	0	0	32
Western regional service board	1	0	0	0	1
Workplace NL	9	0	0	0	9
<b>Total</b>	<b>828</b>	<b>89</b>	<b>14</b>	<b>5</b>	<b>936</b>
<b>%</b>	<b>88%</b>	<b>10%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

## General Requests

**Table 6d – Response timelines for all general requests (April 1, 2019 to March 31, 2020)**

Timelines	Departments	Public Bodies	Total	%
Met timeline	1542	737	<b>2279</b>	<b>88%</b>
Met timeline with extension	147	76	<b>223</b>	<b>9%</b>
Timeline not met	75	13	<b>88</b>	<b>3%</b>
Not closed	2	5	<b>7</b>	<b>0%</b>
<b>Total</b>	<b>1766</b>	<b>831</b>	<b>2597</b>	<b>100%</b>

**Table 6e – Response Timelines for General Requests by Department (April 1, 2019 to March 31, 2020)**

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Advanced Education, Skills and Labour	71	4	3	0	<b>78</b>
Children, Seniors and Social Development	49	4	0	0	<b>53</b>
Education and Early Childhood Development	43	1	0	0	<b>44</b>
Executive Council (Cabinet Secretariat)	20	5	1	0	<b>26</b>
Human Resource Secretariat	29	3	0	0	<b>32</b>
Intergovernmental and Indigenous Affairs Secretariat	62	21	1	0	<b>84</b>
Labrador Affairs Secretariat	9	0	0	0	<b>9</b>
Office of the Chief Information Officer	9	1	0	1	<b>11</b>
Office for the Status of Women	10	0	0	0	<b>10</b>
Premier's Office	75	10	4	0	<b>89</b>
Finance	63	5	4	0	<b>72</b>
Fisheries and Land Resources	125	2	17	0	<b>144</b>
Health and Community Services	103	5	0	0	<b>108</b>
Justice and Public Safety	95	8	2	0	<b>105</b>
Municipal Affairs and Environment	146	35	22	0	<b>203</b>
Natural Resources	345	12	0	0	<b>357</b>
Service NL	113	9	13	0	<b>135</b>
Tourism, Culture, Industry and Innovation	71	9	2	1	<b>83</b>
Transportation and Works	104	13	6	0	<b>123</b>
<b>Total</b>	<b>1542</b>	<b>147</b>	<b>75</b>	<b>2</b>	<b>1766</b>
<b>Percentage %</b>	<b>87%</b>	<b>8%</b>	<b>4%</b>	<b>0%</b>	<b>99%</b>

Note: Percentages do not add up to 100% due to rounding.

**Table 6f – Response Timelines for General Requests by Public Bodies (April 1, 2019 to March 31, 2020)**

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Central Health	23	1	0	0	<b>24</b>
Central Regional Service Board	1	0	0	0	<b>1</b>
Centre for Health Information	7	0	0	0	<b>7</b>
City of Corner Brook	5	0	0	0	<b>5</b>
City of Mount Pearl	24	1	0	1	<b>26</b>
City of St. John's	123	2	1	1	<b>127</b>
College of the North Atlantic	2	0	0	0	<b>2</b>
Conseil scolaire francophone provincial de terra-neuve-et-labrador	2	8	0	0	<b>10</b>
Eastern Health	102	10	0	0	<b>112</b>
Eastern Regional Service Board	1	0	0	0	<b>1</b>
Health Research Ethics Authority	3	0	0	0	<b>3</b>
Labrador-Grenfell Health	23	0	0	0	<b>23</b>
Marble Mountain Development Corporation	2	0	0	0	<b>2</b>
Memorial University	79	26	0	2	<b>107</b>
Municipal Assessment Agency	5	0	0	0	<b>5</b>
Nalcor	51	3	0	0	<b>54</b>
NL 911 Bureau	2	0	0	0	<b>2</b>
NL English School District	28	4	0	0	<b>32</b>
NL Housing Corporation	10	2	1	0	<b>13</b>
NL Hydro	4	0	0	0	<b>4</b>
NL Liquor Corporation	8	4	0	0	<b>12</b>
Office of the Chief Medical Examiner	0	1	0	0	<b>1</b>
Office of the High Sheriff	1	0	0	0	<b>1</b>
Professional Fish Harvesters Certification Board	3	0	0	0	<b>3</b>
Public Procurement Agency	8	0	0	0	<b>8</b>
Public Utilities Board	0	1	0	0	<b>1</b>
The Rooms	5	1	0	0	<b>6</b>
Royal Newfoundland Constabulary	77	0	0	0	<b>77</b>
Town of Bay Roberts	3	0	0	0	<b>3</b>
Town of Brighton	1	0	0	0	<b>1</b>
Town of Burgeo	1	0	0	0	<b>1</b>
Town of Carbonear	1	0	0	0	<b>1</b>
Town of Conception Bay South	9	0	0	0	<b>9</b>
Town of Centreville-Wareham-Trinity	2	0	0	0	<b>2</b>

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Town of Clarenville	1	0	0	0	1
Town of Deer Lake	2	0	0	0	2
Town of Flatrock	1	0	0	0	1
Town of Gambo	1	0	0	0	1
Town of Gander	10	1	0	1	12
Town of Grand Falls-Windsor	4	1	1	0	6
Town of Happy Valley-Goose Bay	2	0	1	0	3
Town of Harbour Main	5	1	1	0	7
Town of Holyrood	1	0	0	0	1
Town of Kippens	5	0	0	0	5
Town of Labrador City	2	0	0	0	2
Town of Lewisporte	1	0	0	0	1
Town of Logy Bay	2	1	0	0	3
Town of Lourdes	1	0	0	0	1
Town of Marystown	1	0	0	0	1
Town of Paradise	13	0	1	0	14
Town of Placentia	2	0	0	0	2
Town of Portugal Cove-St. Philip's	6	0	5	0	11
Town of St. George's	12	0	0	0	12
Town of St. Anthony	1	0	0	0	1
Town of Stephenville	6	0	0	0	6
Town of Torbay	1	1	0	0	2
Town of Wabana	1	0	2	0	3
Town of Wabush	1	1	0	0	2
Town of Whitbourne	1	0	0	0	1
Town of Witless Bay	1	4	0	0	5
Western Health	28	2	0	0	30
Western regional service board	1	0	0	0	1
Workplace NL	8	0	0	0	8
<b>Total</b>	<b>737</b>	<b>76</b>	<b>13</b>	<b>5</b>	<b>831</b>
<b>%</b>	<b>89%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>	<b>101%</b>

Note: Percentages do not add up to 100% due to rounding.

## Personal Information Requests

**Table 6g – Response timelines for all personal information requests (April 1, 2019 to March 31, 2020)**

Timelines	Departments	Public Bodies	Total	%
Met timeline	152	91	<b>243</b>	<b>86%</b>
Met timeline with extension	17	13	<b>30</b>	<b>11%</b>
Timeline not met	8	1	<b>9</b>	<b>3%</b>
<b>Total</b>	<b>177</b>	<b>105</b>	<b>282</b>	<b>100%</b>

**Table 6h – Response Timelines for Personal Requests by Department (April 1, 2019 to March 31, 2020)**

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	TOTAL
Advanced Education, Skills and Labour	3	1	0	<b>4</b>
Children, Seniors and Social Development	1	0	0	<b>1</b>
Education and Early Childhood Development	2	0	0	<b>2</b>
Executive Council (Cabinet Secretariat)	1	0	0	<b>1</b>
Human Resource Secretariat	18	5	0	<b>23</b>
Office of the Chief Information Officer	1	0	0	<b>1</b>
Premier's Office	2	0	1	<b>3</b>
Finance	6	0	0	<b>6</b>
Fisheries and Land Resources	11	3	0	<b>14</b>
Health and Community Services	35	0	0	<b>35</b>
Justice and Public Safety	47	6	2	<b>55</b>
Municipal Affairs and Environment	7	1	1	<b>9</b>
Service NL	11	1	4	<b>16</b>
Tourism, Culture, Industry and Innovation	1	0	0	<b>1</b>
Transportation and Works	6	0	0	<b>6</b>
<b>Total</b>	<b>152</b>	<b>17</b>	<b>8</b>	<b>177</b>
<b>Percentage %</b>	<b>86%</b>	<b>10%</b>	<b>5%</b>	<b>101%</b>

Note: Percentages do not add up to 100% due to rounding.

**Table 6i – Response Timelines for Personal Requests by Department (April 1, 2019 to March 31, 2020)**

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	TOTAL
Central Health	1	0	0	1
City of Mount Pearl	2	0	0	2
City of St. John's	4	0	0	4
College of the North Atlantic	1	0	0	1
Eastern Health	4	3	0	7
Legal Aid Commission	1	0	0	1
Memorial University	14	7	1	22
Nalcor	0	1	0	1
NL English School District	8	2	0	10
NL Housing Corporation	1	0	0	1
Professional Fish Harvester Certification Board	1	0	0	1
Public Service Commission	1	0	0	1
Royal Newfoundland Constabulary	45	0	0	45
Town of Bay Roberts	1	0	0	1
Town of Carbonear	1	0	0	1
Town of Conception Bay South	1	0	0	1
Town of Clarenville	1	0	0	1
Town of Grand Falls-Windsor	1	0	0	1
Western Health	2	0	0	2
Workplace NL	1	0	0	1
<b>Total</b>	<b>91</b>	<b>13</b>	<b>1</b>	<b>105</b>
<b>%</b>	<b>87%</b>	<b>12%</b>	<b>1%</b>	<b>100%</b>

## Section F - Request for Correction of Personal Information

Under section 10 of the Act, an individual who believes there is an error or omission in his or her personal information on record with a department or public body may request that the relevant public body correct the information.

One request for correction of personal information was reported by Workplace NL for the period of April 1, 2019 – March 31, 2020.

## Annex B – House of Assembly and Statutory Offices Statistics

### Type and Volume of Requests

During 2019-20, the House of Assembly and Statutory Offices received a total of 26 general requests. No personal information requests were received.

**Table 1 – Requests received by House of Assembly and Statutory Office (April 1, 2018 to March 31, 2020)**

OFFICE	TOTAL
Commissioner of Legislative Standards	1
House of Assembly	16
Office of the Chief Electoral Officer	3
Office of the Child and Youth Advocate	2
Office of the Information and Privacy Commissioner	4
<b>Total</b>	<b>26</b>
<b>Percentage %</b>	<b>100%</b>

### Applicant Type

All requests were submitted by individuals.

### Costs

There were no fees paid by applicants for House of Assembly or Statutory Office access requests.



## Final Outcomes

**Table 2 – Final Outcome by House of Assembly and Statutory Office (April 1, 2019 to March 31, 2020)**

OFFICE	Full Disclosure	Partial Disclosure	Access Denied	Publicly Available	Do not Exist	Disregarded	TOTAL
Commissioner of Legislative Standards	1	0	0	0	0	0	1
House of Assembly	7	4	1	2	1	1	16
Office of the Chief Electoral Officer	3	0	0	0	0	0	3
Office of the Child and Youth Advocate	1	0	1	0	0	0	2
Office of the Information and Privacy Commissioner	0	2	2	0	0	0	4
<b>Total by Type of Request</b>	<b>12</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>26</b>
<b>Percentage %</b>	<b>46%</b>	<b>23%</b>	<b>15%</b>	<b>8%</b>	<b>4%</b>	<b>4%</b>	<b>100%</b>

Of the 26 requests responded to by the House of Assembly and Statutory Offices, 18 (69 per cent) resulted in full or partial disclosure, two (four per cent) were for records that did not exist and access was denied in four (eight per cent) requests.

### Exceptions to Disclosure

Two mandatory exceptions to disclosure were used 11 times in relation to 10 requests. Section 40 (disclosure harmful to personal privacy) was cited in three requests (27% of the 11 times exceptions were used), while section 41 (disclosure of House of Assembly Services and Statutory Office records) was cited in eight requests (73% of the 11 times exceptions were used).

### Response Time

Legislated timelines were met for each of the 26 requests.

### Request for Correction of Personal Information

No requests for correction of personal information were reported by the House of Assembly or Statutory Offices for the period of April 1, 2018 - March 31, 2019.

## Annex C – Systemic Issues Identified by OIPC

No systemic issues were identified by the Office of the Information and Privacy Commissioner (OIPC) in their last Annual report (2018-19).

## Annex D – Cost Schedule

### **Establishment of Costs for the Access to Information and Protection of Privacy Act**

Pursuant to Section 21 of the *Executive Council Act*, Section 25 of the *Access to Information and Protection of Privacy Act* and all other powers enabling him in this regard, the Minister of the Office of Public Engagement has been pleased to establish the costs, effective from the 1<sup>st</sup> day of June, 2015.

Dated at St. John's in the Province of Newfoundland and Labrador, on the 1<sup>st</sup> day of June, 2015.

The Honourable Steve Kent  
Minister of the Office of Public Engagement

### **COSTS**

1. In this cost schedule "applicant" refers to a person who makes a request for access to a record pursuant to the *Access to Information and Protection of Privacy Act*.
2. A public body shall not charge an applicant:
  - (a) for making an access to information request; or
  - (b) for identifying, retrieving, reviewing, severing or redacting a record;
3. A public body may charge an applicant:
  - (a) \$25.00 for each hour spent locating a record after the first ten (10) hours, where the request is made to a local government body; or
  - (b) \$25.00 for each hour spent locating a record after the first fifteen (15) hours, where the request is made to another public body.
4. A public body may charge an applicant:
  - (a) 25 cents a page for providing a copy or print of the record, where the record is stored or recorded in printed form and can be reproduced or printed using conventional equipment;
  - (b) the actual cost of reproducing or providing a record, where a record cannot be reproduced or printed on conventional equipment then in use by the public body; and
  - (c) The actual cost of shipping a record using the method chosen by the applicant.
5. A person who requests access to his or her own personal information shall not be required to pay any costs for access to that personal information.
6. (a) Where costs are to be charged, the public body is required to give the applicant an estimate of the total cost before providing the service. The public body will require the applicant to pay 50 percent of the cost estimate prior to commencing the work required to respond to the request, with the remaining 50 percent to be paid upon completion of the services.

- (b) Upon being provided with a cost estimate, the applicant has 20 business days from the day the estimate is sent to:
    - (i) accept the estimate and pay 50 percent of the costs;
    - (ii) modify the request in order to change the amount of the cost;
    - (iii) apply to the public body to waive all or part of the costs; or
    - (iv) submit a complaint to the commissioner about the costs.
  - (c) Where an estimate is given to an applicant under (b), the time within which the head of the public body is required to respond is suspended until the applicant notifies the head to proceed with the request.
  - (d) If the applicant does not respond to the cost estimate as set out in (b), the applicant is considered to have abandoned the request.
  - (e) The costs charged to the applicant shall not exceed either the actual cost of the services or the estimate given to the applicant.
7. (a) The head of a public body may, upon receipt of an application from an applicant, waive the payment of all or part of the costs payable where the head is satisfied that:
- (i) payment would impose an unreasonable financial hardship on the applicant; or
  - (ii) it would be in the public interest to disclose the record.
- (b) Where an applicant applies for a waiver, the head of the public body shall inform the applicant in writing as to the head's decision about waiving all or part of the costs.
- (c) The head shall refund any amount paid by an applicant that is subsequently waived.
8. Any new cost estimate for access to information requests shall be calculated in accordance with this cost schedule effective immediately.

## Department of Justice and Public Safety (ATIPP Office) Contact Information

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