

2020-2021 **ANNUAL REPORT**



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

Justice and Public Safety



Table of Contents

Overview	7
Highlights of 2020-21	8
Report on Performance	9
Number of Requests Received	9
Response Times to Access Requests	11
Requests submitted by Applicant Type	13
Processing Costs Paid for Access Requests	14
Outcomes of Requests	15
ATIPP Office Support	15
Privacy Assessments	16
Training	16
Annex A - Detailed Statistical Report	17
Section A – Volume and Applicant Type	17
General and Personal information requests	18
Personal information requests	25
Section B – Costs	26
Section C – Final Outcomes	27
General and Personal information requests	27
General requests	31
Personal information requests	35
Section D – Exceptions to Disclosure	37
General and Personal information requests	38
General requests	38
Personal information requests	39
Section E – Response Times	39
General and Personal Information Requests	40
General Requests	43
Personal Information Requests	46
Section F - Request for Correction of Personal Information	47
Annex B – House of Assembly and Statutory Offices Statistics	48
Type and Volume of Requests	48
Applicant Type	48
Costs	48

Final Outcomes	49
Exceptions to Disclosure	49
Response Time	51
Request for Correction of Personal Information	51
Annex D – Cost Schedule.....	53

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.



This year was defined by the global Coronavirus pandemic. Like many aspects of life, the pandemic had a significant impact on both Access to Information and Protection of Privacy.

When the pandemic began, the Office of the Information and Privacy Commissioner provided ATIPP Coordinators with a standing extension while everyone was adjusting to life under Covid-19. Working from home included challenges such as ensuring secure connections, lack of access to printers, and needing additional software. While timelines were initially affected, I am pleased to say that coordinators adapted to the pandemic quickly and processed 2,704 requests this year. I applaud their work to ensure public bodies remained transparent and accountable during this time.

The pandemic brought with it challenges in the area of privacy as well. The ATIPP Office has a mandate to conduct privacy impact assessments and provide guidance on privacy issues. Many new projects and initiatives brought about by Covid-19, required the collection, use or disclosure of personal information. Privacy assessments ensure that new projects are compliant with privacy legislation and practices, and that personal information is properly protected. The ATIPP Office also provided public bodies with guidance in areas such as how to protect privacy when conducting online meetings, and how to protect privacy while working from home.

The ATIPP Coordinators and the staff of the ATIPP Office will continue to provide excellent service to public bodies and to the general public through challenging times.

A stylized handwritten signature in blue 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.

Highlights of 2020-21

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 2020-21 fiscal year, 2,704 requests were made to government departments and public bodies, down from 2,879 the year before (a six percent decrease). It is possible this decrease can be attributed to a reduction in requests that were submitted during the initial stages of the first lock-down relating to Covid-19. For example, in April and May, 2020, only 316 requests were submitted (150 and 166 respectively), versus the previous year when 454 requests were submitted in April and May, 2019 (243 and 211 respectively).

In addition, the ATIPP Office continued to facilitate 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 900 calls on a wide variety of access and privacy issues. Additionally, the Office transitioned to completing all training virtually. During the 2020-21 fiscal year, the Office held over 50 training sessions.

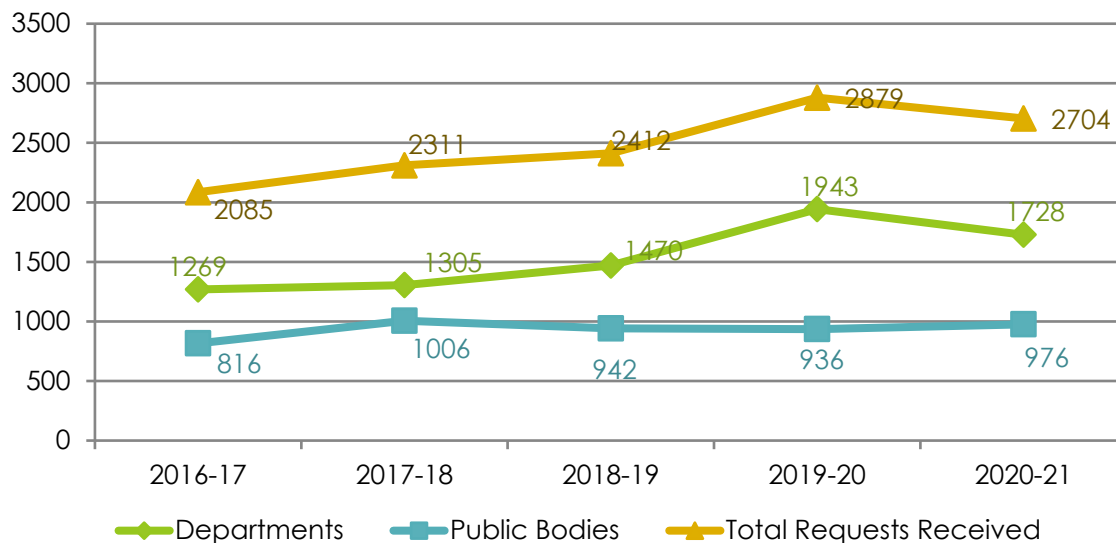
The ATIPP Office continues to ensure the ATIPP process is transparent through the Completed ATIPP Request website (<http://atipp-search.gov.nl.ca/>). General requests are posted on this website so the public can access information that has been disclosed through the ATIPP process.

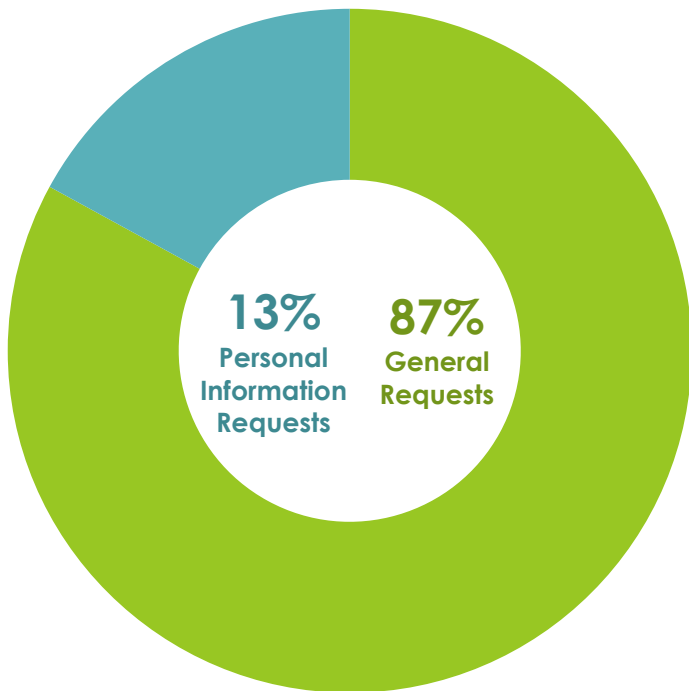
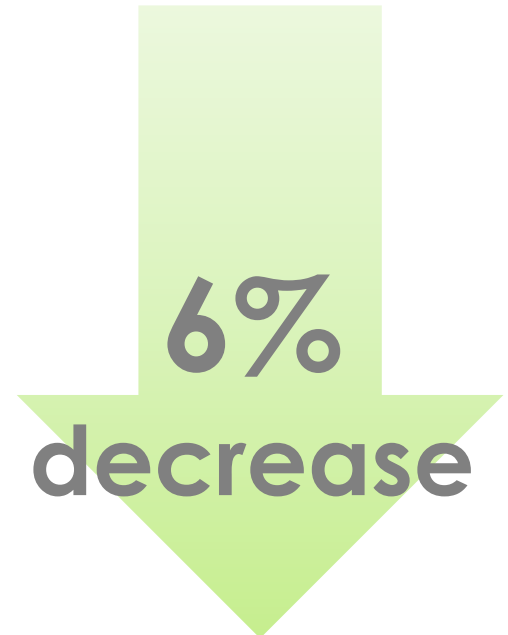
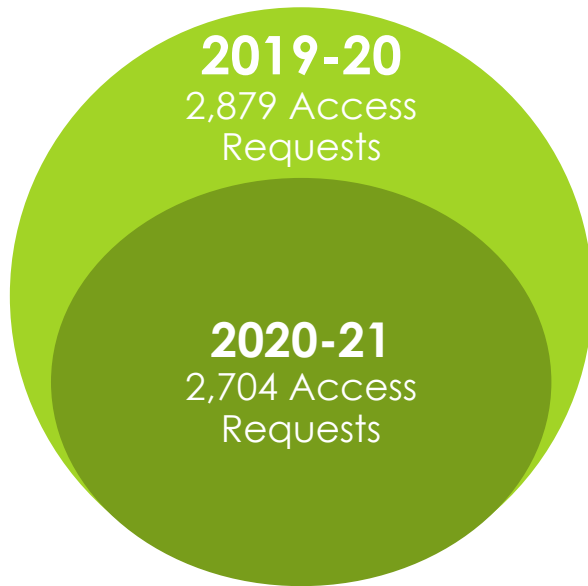
Report on Performance

Number of Requests Received

In the 2020-21 fiscal year, a total of 2,704 access requests were made to government departments and public bodies (see Annex A, Table 1). This represents a six per cent decrease from the previous fiscal year when 2,879 requests were received. Overall, there has been a 91 per cent increase in the number of access requests received by government departments and public bodies over a six-year period (2016-17 to 2020-21).

Figure 1 – Number of Access Requests by Fiscal Year

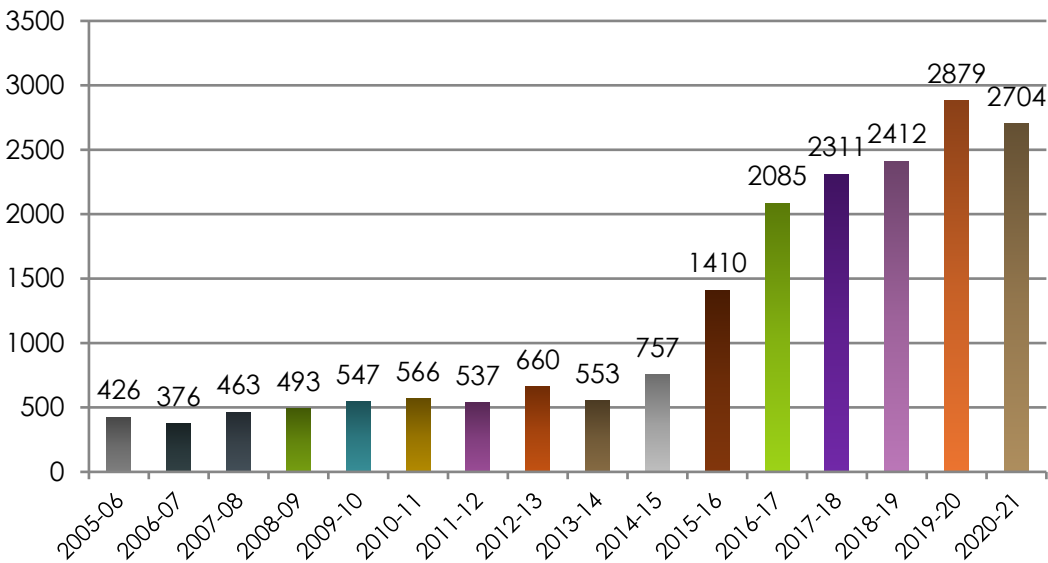




During 2020-21, general requests represented the majority of access to information requests received by all public bodies.

A look at the 16 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. 2020-21 represented the second highest number of requests, at 2704. (Figure 2).

Figure 2 – Number of Access Requests Over 16-Year Period



Of the 2,704 requests received in 2020-21, the Government of Newfoundland and Labrador received 1,728 (64 per cent) requests, while other public bodies received 976 (36 per cent) requests. Of the requests made to government departments and public bodies, 347 (13 per cent) were for personal information – people asking for their own information. The remaining 2357 (87 per cent) were general requests for records relating to public body activities and programs.

Response Times to Access Requests

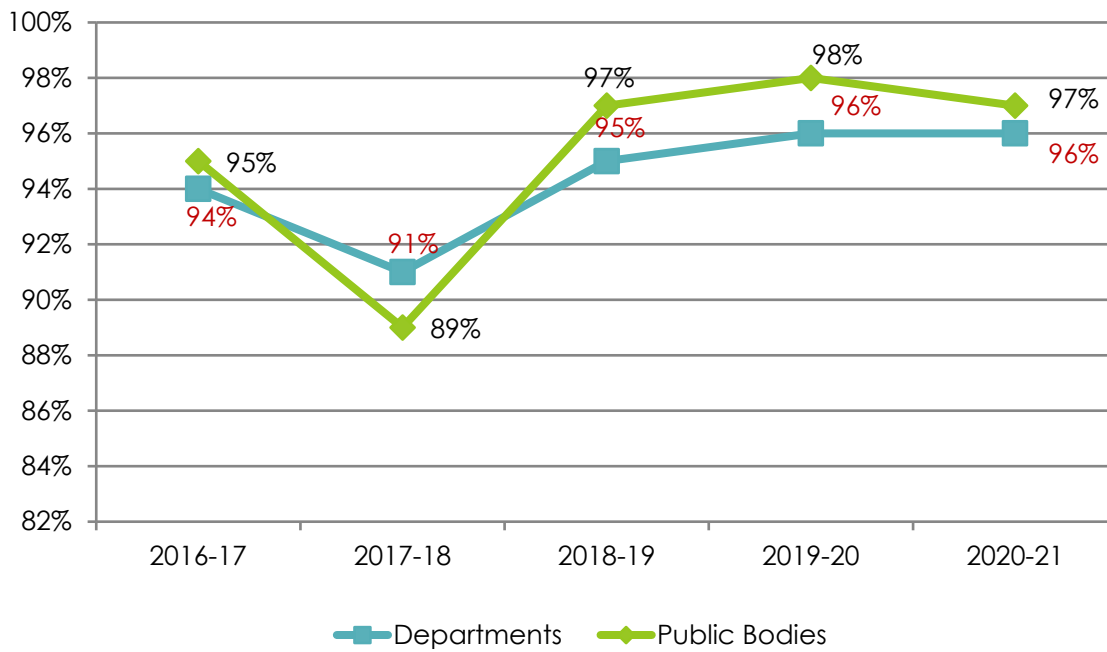
During the 2020-21 fiscal year:

- departments responded to 96 per cent of requests within the legislated timelines¹; and
- public bodies responded to 97 per cent of requests within the legislated timelines².

¹ At the time of this report, five departmental requests had not closed.

² At the time of this report, three public body requests had not closed.

Figure 3 – On-Time Response Timelines for All Requests (General and Personal Information Requests) (2016-17 to 2020-21)

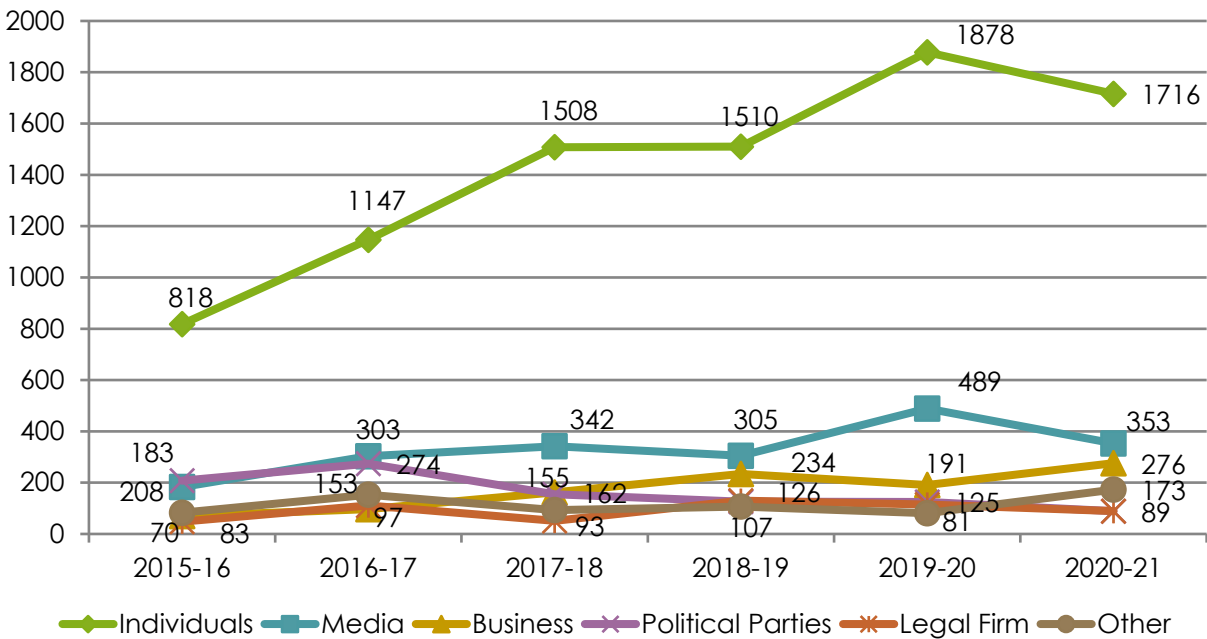


Requests submitted by Applicant Type

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 2020-21.

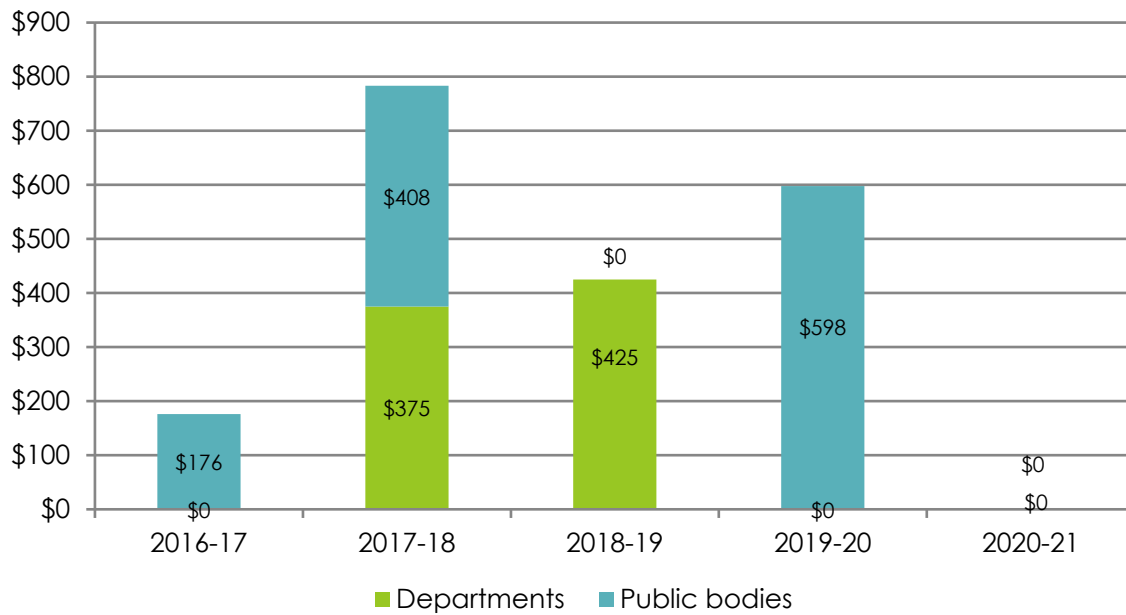
Figure 4 – Requests by Applicant Type



Processing Costs Paid for Access Requests

No costs were paid in 2020-21 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

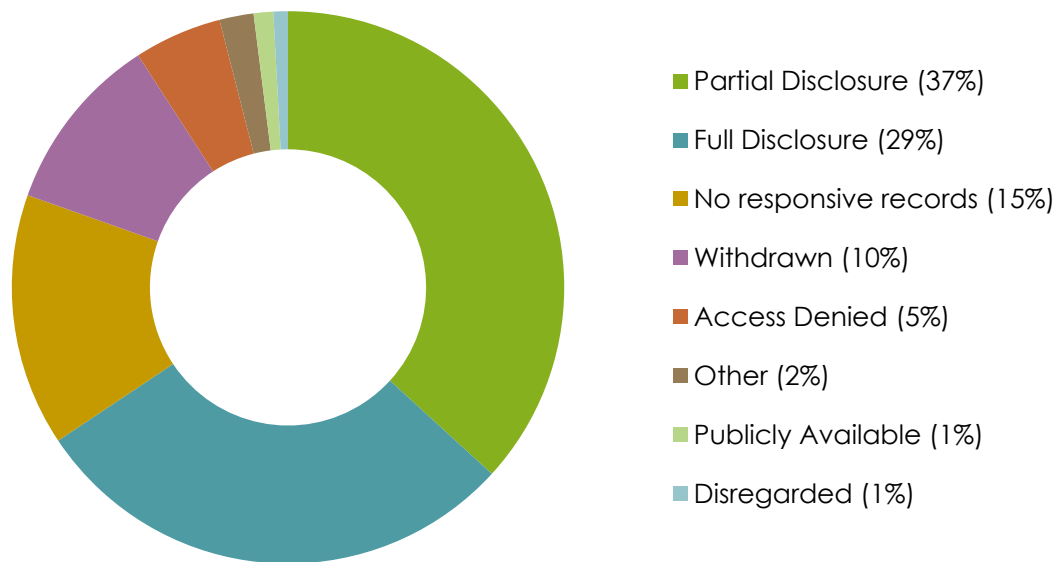


**rounded to the nearest dollar*

Outcomes of Requests

Figure 6 shows the final outcome of requests made to departments and other public bodies in 2020-21. The majority resulted in partial disclosure (37 per cent) or full disclosure (29 per cent).

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



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.

944

calls responded to by the
ATIPP Office in 2020-21

The ATIPP Office received 944 calls during 2020-21. It is noted that this number reflects several months without in-office operations due to the COVID-19 pandemic.

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 2020-21, 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.

During 2020-21, the ATIPP Office staff conducted province wide training for public bodies.

53

**Training
sessions/presentations
held across the
province in 2020-21**

In total, 850 people attended 53 different access and privacy training sessions/presentations in 2020-21 and 1,111 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 2020-21, departments and public bodies received a total of 2,704 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, 2020 to March 31, 2021)

REQUEST TYPE	Total	%
General Requests to a Government Department	1539	57%
General Requests to a Public Body	818	30%
Personal Information Requests to a Government Department	189	7%
Personal Information Requests to a Public Body	158	6%
TOTAL	2,704	100%

The listing of government departments is based on the departmental structure at the end of the 2020-21 fiscal year.

Section A – Volume and Applicant Type

During the 2020-21 fiscal year, a total of 2,704 requests were received by government departments and public bodies. Of these, departments received 1,728 (64 per cent) and public bodies 976 (36 per cent).

General and Personal information requests

Table 2a – All Requests by Frequency of Applicant Type (April 1, 2020 to March 31, 2021)

Applicant Type	Departments	Public Bodies	Total	%
Individual	1027	689	1716	63%
Media	326	27	353	13%
Business	100	176	276	10%
Interest Group	66	28	94	3%
Political Party	84	5	89	3%
Legal Firm	57	32	89	3%
Researcher	53	7	60	2%
Other Public Body	10	9	9	1%
Not Closed	5	3	8	0%
Total	1728	976	2704	98%

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

Table 2b – All Requests by Department and Applicant Type (April 1, 2020 to March 31, 2021)

DEPARTMENT	Individual	Media	Business	Political Party	Interest Group	Legal Firm	Researcher	Other Public Body	Not Closed	TOTAL
Children, Seniors and Social Development	37	23	0	3	0	2	0	0	0	65
Digital Government and Service NL	64	17	7	4	4	7	3	3	0	109
Education	38	16	0	3	1	0	0	0	0	58
Environment, Climate Change and Municipalities	65	19	15	0	0	7	0	6	0	112
Executive Council	35	10	0	9	2	4	0	0	0	60
Office of Indigenous Affairs and Reconciliation	22	2	0	0	0	0	0	0	0	24
Intergovernmental Affairs Secretariat	9	3	0	1	2	1	0	0	0	16
Labrador Affairs Secretariat	6	7	0	0	0	0	0	0	0	13
Office of the Chief Information Officer	7	0	0	0	0	0	0	0	0	7
Office of the Status of Women	19	0	0	0	0	0	0	0	0	19
Treasury Board Secretariat	29	6	0	3	0	0	0	0	0	38
Finance	29	19	1	4	2	0	6	0	0	61
Fisheries, Forestry and Agriculture	85	29	5	5	18	0	0	0	0	142

DEPARTMENT	Individual	Media	Business	Political Party	Interest Group	Legal Firm	Researcher	Other Public Body	Not Closed	TOTAL
Health and Community Services	139	37	8	10	11	3	5	0	1	214
Immigration, Skills and Labour	26	21	0	0	18	0	6	0	0	71
Industry, Energy and Technology	244	27	1	0	0	2	0	0	0	274
Justice and Public Safety	63	23	6	7	5	25	32	0	0	161
Premier's Office	32	18	0	16	0	0	1	0	0	67
Tourism, Culture, Arts and Recreation	13	21	0	3	3	0	0	0	4	44
Transportation and Infrastructure	65	28	57	16	0	6	0	1	0	173
Total by applicant type	1027	326	100	84	66	57	53	10	5	1728
Percentage %	59%	19%	6%	5%	4%	3%	1%	3%	0%	100%

Table 2c – All Requests by Public Body and Applicant Type (April 1, 2020 to March 31, 2021)

PUBLIC BODY	Individual	Business	Legal Firm	Interest Group	Media	Other Public Body	Researcher	Political Party	Not closed	TOTAL
Central Health	8	8	2	8	1	1	0	0	0	28
Centre for Health Information	4	0	0	1	0	0	0	0	0	5
City of Corner Brook	6	1	0	0	0	0	0	0	0	7
City of Mount Pearl	22	4	0	0	0	0	0	0	0	26
City of St. John's	68	28	3	4	7	0	0	0	0	110
College of the North Atlantic	6	2	0	0	0	0	0	0	0	8
Conseil scolaire francophone provincial de terra-neuve-et-labrador	21	0	0	0	1	0	0	0	0	22
Criminal Code Mental Disorder Review Board	1	0	0	0	1	0	0	0	0	2
Eastern Health	120	0	0	0	0	0	0	0	0	120
Labour Relations Board	0	1	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	13	1	0	0	0	0	0	1	0	15
Legal Aid Commission	0	0	0	0	0	1	0	0	0	1
Memorial University	85	4	3	1	1	0	0	1	1	96
Municipal Assessment Agency	6	0	0	0	0	0	0	0	0	6
Nalcor	15	2	0	1	4	0	0	1	0	23
NL English School District	26	1	0	0	1	0	0	0	0	28
NL Housing Corporation	4	0	1	0	1	0	0	0	0	6

PUBLIC BODY	Individual	Business	Legal Firm	Interest Group	Media	Other Public Body	Researcher	Political Party	Not closed	TOTAL
NL HYDRO	2	2	0	0	1	0	0	0	0	5
Newfoundland Labrador Liquor Corporation	5	0	0	0	3	0	0	0	0	8
Northern Peninsula Regional Service Board	0	0	0	0	0	1	0	0	0	1
Office of the High Sheriff	4	0	0	0	0	0	0	0	0	4
Public Procurement Agency	1	5	1	0	0	0	0	0	0	7
Public Service Commission	2	0	0	0	0	0	0	0	0	2
Public Utilities Board	4	0	0	0	0	0	0	0	0	4
Royal Newfoundland Constabulary	100	54	17	0	2	1	3	1	0	178
Serious Incident Response Team	1	0	0	0	0	0	0	0	0	1
Arnolds Cove	0	1	0	0	0	0	0	0	0	1
Bauline	1	0	0	0	0	0	0	0	0	1
Bay Bulls	7	2	0	0	0	0	0	0	0	9
Bay Roberts	0	2	0	0	0	0	0	0	0	2
Brighton	1	0	0	0	0	0	0	0	0	1
Carbonear	4	0	0	0	0	0	0	0	0	4
Conception Bay South	14	4	0	0	1	0	0	0	0	19
Clareville	0	2	0	0	0	0	0	0	0	2
Cormack	1	0	0	0	0	0	0	0	0	1
Cottlesville	0	0	1	0	0	0	0	0	0	1
Deer Lake	0	0	0	0	0	1	0	0	0	1
Gander	2	1	0	0	0	0	0	0	0	3
Grand Falls-Windsor	1	0	0	0	0	0	0	0	0	1
Hant's Harbour	0	1	0	0	0	0	0	0	0	1
Happy Valley-Goose Bay	1	0	0	0	1	1	0	0	0	3
Holyrood	12	0	0	0	1	0	0	0	0	13
Isle aux Morts	0	1	0	0	0	0	0	0	0	1
Kippens	12	1	0	0	0	1	0	0	0	14
Labrador City	0	0	0	1	0	0	0	0	0	1
Lewisporte	0	1	0	0	0	0	0	0	1	2
Little Burnt Bay	1	0	0	0	0	0	0	0	0	1
Logy Bay	3	0	1	0	0	0	0	0	0	4
Marystown	2	0	0	0	0	0	0	0	0	2
Mount Carmel-Mitchell's Brook-St. Catherines	1	0	0	0	0	0	0	0	0	1
New-Wes-Valley	0	0	0	0	0	1	0	0	0	1
Norris Point	0	1	0	0	0	0	0	0	0	1

PUBLIC BODY	Individual	Business	Legal Firm	Interest Group	Media	Other Public Body	Researcher	Political Party	Not closed	TOTAL
Paradise	8	2	2	1	0	0	1	0	0	14
Placentia	1	2	0	0	0	0	0	0	0	3
Portugal Cove-St. Phillips	14	0	0	0	0	0	0	0	0	14
Pouch Cove	2	34	0	0	0	0	0	0	0	36
St. George's	27	0	0	0	0	0	0	0	0	27
St. Anthony	6	2	0	0	0	0	0	0	0	8
St. Lawrence	1	0	0	0	0	0	0	0	0	1
Stephenville	0	3	0	0	0	0	0	0	0	3
Stephenville Crossing	0	0	0	0	0	1	0	0	0	1
Sunnyside	0	0	0	0	0	0	0	0	1	1
Torbay	1	0	1	1	0	0	0	0	0	3
Triton	1	0	0	0	0	0	0	0	0	1
Trout River	1	0	0	0	0	0	0	0	0	1
Twillingate	1	1	0	0	0	0	0	0	0	2
Witless Bay	4	0	0	0	0	0	0	0	0	4
Western Health	10	2	0	10	1	0	1	0	0	24
Workplace NL	25	0	0	0	0	0	2	1	0	28
TOTAL	689	176	32	28	27	9	7	5	3	976
Percentage %	71%	18%	3%	3%	3%	1%	1%	1%	0%	101%

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

General requests

Table 2d – General Requests by Frequency of Applicant Type (April 1, 2020 to March 31, 2021)

Applicant Type	Departments	Public Bodies	Total	%
Individual	858	580	1438	61%
Media	325	27	352	15%
Business	96	138	234	10%
Interest Group	66	28	94	4%
Political Party	84	5	89	4%
Legal Firm	42	23	65	3%
Researcher	53	6	59	3%
Other Public Body	10	9	19	1%
Not Closed	5	2	7	0%
Total	1539	818	2357	101%

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

Table 2e – General Requests by Department and Applicant Type (April 1, 2020 to March 31, 2021)

DEPARTMENT	Individual	Media	Business	Political Party	Interest Group	Researcher	Legal Firm	Other Public Body	Not Closed	TOTAL
Children, Seniors and Social Development	30	23	0	3	0	0	2	0	0	58
Digital Government and Service NL	43	17	7	4	4	3	7	3	0	88
Education	33	16	0	3	1	0	0	0	0	53
Environment, Climate Change and Municipalities	56	19	14	0	0	0	7	6	0	102
Executive Council	35	9	0	9	2	0	4	0	0	59
Office of Indigenous Affairs and Reconciliation	22	2	0	0	0	0	0	0	0	24
Intergovernmental Affairs Secretariat	9	3	0	1	2	0	1	0	0	16
Labrador Affairs Secretariat	6	7	0	0	0	0	0	0	0	13
Office of the Chief Information Officer	6	0	0	0	0	0	0	0	0	6
Office of the Status of Women	19	0	0	0	0	0	0	0	0	19
Treasury Board Secretariat	21	6	0	3	0	0	0	0	0	30
Finance	28	19	1	4	2	6	0	0	0	60
Fisheries, Forestry and Agriculture	80	29	5	5	18	0	0	0	0	137
Health and Community Services	77	37	7	10	11	5	3	0	1	151
Immigration, Skills and Labour	25	21	0	0	18	6	0	0	0	70
Industry, Energy and Technology	243	27	1	0	0	0	2	0	0	273
Justice and Public Safety	27	23	6	7	5	32	10	0	0	110
Premier's Office	30	18	0	16	0	1	0	0	0	65
Tourism, Culture, Arts and Recreation	13	21	0	3	3	0	0	0	4	44
Transportation and Infrastructure	55	28	55	16	0	0	6	1	0	161
Total	858	325	96	84	66	53	42	10	5	1539
Percentage %	56%	21%	6%	5%	4%	3%	3%	1%	0%	99%

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

Table 2f – General Requests by Public Body and Applicant Type (April 1, 2020 to March 31, 2021)

PUBLIC BODY	Individual	Business	Interest Group	Media	Legal Firm	Other Public Body	Researcher	Political Party	Not closed	TOTAL
Central Health	7	8	8	1	1	1	0	0	0	26
Centre for Health Information	4	0	1	0	0	0	0	0	0	5
City of Corner Brook	6	1	0	0	0	0	0	0	0	7
City of Mount Pearl	17	4	0	0	0	0	0	0	0	21
City of St. John's	66	28	4	7	3	0	0	0	0	108
College of the North Atlantic	1	2	0	0	0	0	0	0	0	3
Conseil scolaire francophone provincial de terra-neuve-et-labrador	21	0	0	1	0	0	0	0	0	22
Criminal Code Mental Disorder Review Board	1	0	0	1	0	0	0	0	0	2
Eastern Health	120	0	0	0	0	0	0	0	0	120
Labour Relations Board	0	1	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	12	1	0	0	0	0	0	1	0	14
Legal Aid Commission	0	0	0	0	0	1	0	0	0	1
Memorial University	60	4	1	1	3	0	0	1	1	71
Municipal Assessment Agency	6	0	0	0	0	0	0	0	0	6
Nalcor	15	2	1	4	0	0	0	1	0	23
NL English School District	23	1	0	1	0	0	0	0	0	25
NL Housing Corporation	4	0	0	1	0	0	0	0	0	5
NL HYDRO	2	2	0	1	0	0	0	0	0	5
Newfoundland Labrador Liquor Corporation	3	0	0	3	0	0	0	0	0	6
Northern Peninsula Regional Service Board	0	0	0	0	0	1	0	0	0	1
Office of the High Sheriff	3	0	0	0	0	0	0	0	0	3
Public Procurement Agency	1	5	0	0	1	0	0	0	0	7
Public Service Commission	2	0	0	0	0	0	0	0	0	2
Public Utilities Board	4	0	0	0	0	0	0	0	0	4
Royal Newfoundland Constabulary	45	25	0	2	10	1	2	1	0	86
Serious Incident Response Team	1	0	0	0	0	0	0	0	0	1
Arnolds Cove	0	1	0	0	0	0	0	0	0	1
Bauline	1	0	0	0	0	0	0	0	0	1
Bay Bulls	7	2	0	0	0	0	0	0	0	9
Bay Roberts	0	2	0	0	0	0	0	0	0	2
Brighton	1	0	0	0	0	0	0	0	0	1

PUBLIC BODY	Individual	Business	Interest Group	Media	Legal Firm	Other Public Body	Researcher	Political Party	Not closed	TOTAL
Carbonear	4	0	0	0	0	0	0	0	0	4
Conception Bay South	12	4	0	1	0	0	0	0	0	17
Clarenville	0	2	0	0	0	0	0	0	0	2
Cormack	1	0	0	0	0	0	0	0	0	1
Cottlesville	0	0	0	0	1	0	0	0	0	1
Deer Lake	0	0	0	0	0	1	0	0	0	1
Gander	2	1	0	0	0	0	0	0	0	3
Grand Falls-Windsor	1	0	0	0	0	0	0	0	0	1
Hant's Harbour	0	1	0	0	0	0	0	0	0	1
Happy Valley-Goose Bay	1	0	0	1	0	1	0	0	0	3
Holyrood	11	0	0	1	0	0	0	0	0	12
Isle aux Morts	0	1	0	0	0	0	0	0	0	1
Kippens	12	1	0	0	0	1	0	0	0	14
Labrador City	0	0	1	0	0	0	0	0	0	1
Lewisporte	0	1	0	0	0	0	0	0	0	1
Little Burnt Bay	1	0	0	0	0	0	0	0	0	1
Logy Bay	3	0	0	0	1	0	0	0	0	4
Marystown	2	0	0	0	0	0	0	0	0	2
New-Wes-Valley	0	0	0	0	0	1	0	0	0	1
Norris Point	0	1	0	0	0	0	0	0	0	1
Paradise	8	2	1	0	2	0	1	0	0	14
Placentia	1	2	0	0	0	0	0	0	0	3
Portugal Cove – St. Phillips	14	0	0	0	0	0	0	0	0	14
Pouch Cove	2	25	0	0	0	0	0	0	0	27
St. George's	27	0	0	0	0	0	0	0	0	27
St. Anthony	5	2	0	0	0	0	0	0	0	7
St. Lawrence	1	0	0	0	0	0	0	0	0	1
Stephenville	0	3	0	0	0	0	0	0	0	3
Stephenville Crossing	0	0	0	0	0	1	0	0	0	1
Sunnyside	0	0	0	0	0	0	0	0	1	1
Torbay	1	0	1	0	1	0	0	0	0	3
Triton	1	0	0	0	0	0	0	0	0	1
Twillingate	1	1	0	0	0	0	0	0	0	2
Witless Bay	4	0	0	0	0	0	0	0	0	4
Western Health	9	2	10	1	0	0	1	0	0	23
Workplace NL	23	0	0	0	0	0	2	1	0	26
TOTAL	580	138	28	27	23	9	6	5	2	818
Percentage %	71%	17%	3%	3%	3%	1%	1%	1%	0%	100%

Personal information requests

Table 2g – Personal Requests by Frequency of Applicant Type (April 1, 2020 to March 31, 2021)

Applicant Type	Departments	Public Bodies	Total	%
Individual	169	109	278	80%
Legal Firm	15	9	24	7%
Business	4	38	42	12%
Media	1	0	1	0%
Researcher	0	1	1	0%
Not Closed	0	1	1	0%
Total	189	158	347	99%

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

Table 2i – Personal Requests by Department and Applicant Type (April 1, 2020 to March 31, 2021)

DEPARTMENT	Individual	Legal Firm	Business	Media	TOTAL
Children, Seniors and Social Development	7	0	0	0	7
Digital Government and Service NL	21	0	0	0	21
Education	5	0	0	0	5
Environment, Climate Change and Municipalities	9	0	1	0	10
Executive Council	0	0	0	1	1
Office of the Chief Information Officer	1	0	0	0	1
Treasury Board Secretariat	8	0	0	0	8
Finance	1	0	0	0	1
Fisheries, Forestry and Agriculture	5	0	0	0	5
Health and Community Services	62	0	1	0	63
Immigration, Skills and Labour	1	0	0	0	1
Industry, Energy and Technology	1	0	0	0	1
Justice and Public Safety	36	15	0	0	51
Premier's Office	2	0	0	0	2
Transportation and Infrastructure	10	0	2	0	12
Total	169	15	4	1	189
Percentage %	89%	8%	2%	1%	100%

Table 2i – Personal Requests by Public Body and Applicant Type (April 1, 2020 to March 31, 2021)

PUBLIC BODY	Individual	Business	Legal Firm	Researcher	Not Closed	TOTAL
Central Health	1	0	1	0	0	2
City of Mount Pearl	5	0	0	0	0	5
City of St. John's	2	0	0	0	0	2
College of the North Atlantic	5	0	0	0	0	5
Labrador-Grenfell Health	1	0	0	0	0	1
Memorial University	25	0	0	0	0	25
NL English School District	3	0	0	0	0	3
NL Housing Corporation	0	0	1	0	0	1
Newfoundland Labrador Liquor Corporation	2	0	0	0	0	2
Office of the High Sheriff	1	0	0	0	0	1
Royal Newfoundland Constabulary	55	29	7	1	0	92
Conception Bay South	2	0	0	0	0	2
Holyrood	1	0	0	0	0	1
Lewisporte	0	0	0	0	1	1
Mount Carmel-Mitchell's Brook-St. Catherines	1	0	0	0	0	1
Pouch Cove	0	9	0	0	0	9
St. Anthony	1	0	0	0	0	1
Trout River	1	0	0	0	0	1
Western Health	1	0	0	0	0	1
Workplace NL	2	0	0	0	0	2
TOTAL	109	38	9	1	1	158
Percentage %	69%	24%	6%	1%	0%	100.0%

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.

In 2020-21, no fees were charges for access to information requests.

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, 2020 to March 31, 2021)

Final outcome	Departments	Public Bodies	Total	%
Partial disclosure	618	378	996	37%
Full disclosure	438	343	781	29%
No responsive records	315	85	400	15%
Withdrawn	226	57	283	10%
Access denied	46	93	139	5%
Other	37	1	38	1%
Publicly Available	25	6	31	1%
Disregarded	16	7	23	1%
Neither confirm/deny	2	0	2	0%
Abandoned	0	2	2	0%
Will be Publicly Available	0	1	1	0%
Not Closed	5	3	8	0%
Total	1728	976	2704	99%

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

Table 4b – Final Outcome of All Requests by Department (April 1, 2020 to March 31, 2021)

DEPARTMENT	Partial Disclosure	Full Disclosure	No responsive records	Withdrawn	Access denied	Publicly Available	Other	Disregarded	Neither Confirm/Deny	Not Closed	TOTAL
Children, Seniors and Social Development	14	29	9	5	1	0	0	0	0	0	58
Digital Government and Service NL	42	19	15	6	5	1	0	0	0	0	88
Education	17	21	4	11	0	0	0	0	0	0	53
Environment, Climate Change and Municipalities	41	31	14	13	0	1	1	0	1	0	102
Executive Council	16	11	22	1	5	0	4	0	0	0	59
Office of Indigenous Affairs and Reconciliation	7	4	11	0	0	2	0	0	0	0	24
Intergovernmental Affairs Secretariat	2	5	9	0	0	0	0	0	0	0	16
Labrador Affairs Secretariat	4	3	5	0	0	0	1	0	0	0	13
Office of the Chief Information Officer	1	0	5	0	0	0	0	0	0	0	6
Office of the Status of Women	5	11	3	0	0	0	0	0	0	0	19
Treasury Board Secretariat	9	11	9	1	0	0	0	0	0	0	30
Finance	18	20	12	2	4	3	0	1	0	0	60
Fisheries, Forestry and Agriculture	61	26	11	29	3	5	0	2	0	0	137
Health and Community Services	45	39	19	31	4	5	4	3	0	1	151
Immigration, Skills and Labour	25	17	13	12	1	2	0	0	0	0	70
Industry, Energy and Technology	140	68	59	2	3	1	0	0	0	0	273
Justice and Public Safety	37	16	39	2	11	0	3	1	1	0	110
Premier's Office	31	11	20	0	1	1	1	0	0	0	65
Tourism, Culture, Arts and Recreation	10	18	8	3	1	0	0	0	0	4	44
Transportation and Infrastructure	43	51	11	49	4	2	0	1	0	0	161
Total	568	411	298	167	43	23	14	8	2	5	1539
Percentage %	37%	27%	19%	11%	3%	1%	1%	1%	0%	0%	100%

Of the 1,539 requests received to by departments, 979 (64 per cent) resulted in partial or full disclosure, 298 (19 per cent) were for information where there were no responsive records, access was denied in 43 (three per cent) requests, while 167 (11 per cent) were withdrawn.

Table 4c – Final Outcome of All Requests by Public Body (April 1, 2020 to March 31, 2021)

PUBLIC BODY	Partial Disclosure	Full Disclosure	No responsive records	Withdrawn	Access denied	Disregarded	Publicly Available	Abandoned	Other	Not Closed	TOTAL
Central Health	4	19	3	2	0	0	0	0	0	0	28
Centre for Health Information	2	1	0	0	0	1	1	0	0	0	5
City of Corner Brook	4	1	2	0	0	0	0	0	0	0	7
City of Mount Pearl	13	0	3	0	10	0	0	0	0	0	26
City of St. John's	60	44	5	0	0	1	0	0	0	0	110
College of the North Atlantic	8	0	0	0	0	0	0	0	0	0	8
Conseil scolaire francophone provincial de terra-neuve-et-labrador	3	15	4	0	0	0	0	0	0	0	22
Criminal Code Mental Disorder Review Board	2	0	0	0	0	0	0	0	0	0	2
Eastern Health	40	59	15	0	5	1	0	0	0	0	120
Labour Relations Board	1	0	0	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	5	6	2	2	0	0	0	0	0	0	15
Legal Aid Commission	0	1	0	0	0	0	0	0	0	0	1
Memorial University	47	24	6	7	1	3	6	0	1	1	96
Municipal Assessment Agency	5	1	0	0	0	0	0	0	0	0	6
Nalcor	10	12	0	1	0	0	0	0	0	0	23
NL English School District	13	8	3	2	1	0	0	1	0	0	28
NL Housing Corporation	2	3	1	0	0	0	0	0	0	0	6
NL Hydro	2	3	0	0	0	0	0	0	0	0	5
Newfoundland Liquor Corporation	4	1	0	1	2	0	0	0	0	0	8
Northern Peninsula Regional Service Board	0	1	0	0	0	0	0	0	0	0	1
Office of the High Sheriff	1	2	0	0	1	0	0	0	0	0	4
Public Procurement Agency	4	1	1	1	0	0	0	0	0	0	7
Public Service Commission	0	1	0	0	1	0	0	0	0	0	2
Public Utilities Board	1	2	1	0	0	0	0	0	0	0	4
Royal Newfoundland Constabulary	84	20	12	2	60	0	0	0	0	0	178
Serious Incident Response Team	0	0	0	0	1	0	0	0	0	0	1
Arnolds Cove	0	1	0	0	0	0	0	0	0	0	1
Bauline	0	1	0	0	0	0	0	0	0	0	1
Bay Bulls	9	0	0	0	0	0	0	0	0	0	9
Bay Roberts	0	1	0	0	1	0	0	0	0	0	2
Brighton	1	0	0	0	0	0	0	0	0	0	1
Carbonear	0	1	3	0	0	0	0	0	0	0	4
Conception Bay South	13	4	1	0	1	0	0	0	0	0	19
Clareville	0	2	0	0	0	0	0	0	0	0	2

PUBLIC BODY	Partial Disclosure	Full Disclosure	No responsive records	Withdrawn	Access denied	Disregarded	Publicly Available	Abandoned	Other	Not Closed	TOTAL
Cormack	0	1	0	0	0	0	0	0	0	0	1
Cottlesville	0	1	0	0	0	0	0	0	0	0	1
Deer Lake	0	1	0	0	0	0	0	0	0	0	1
Gander	1	1	1	0	0	0	0	0	0	0	3
Grand Falls-Windsor	0	1	0	0	0	0	0	0	0	0	1
Hant's Harbour	0	1	0	0	0	0	0	0	0	0	1
Happy Valley-Goose Bay	1	0	1	0	1	0	0	0	0	0	3
Holyrood	0	11	1	0	1	0	0	0	0	0	13
Isle aux Morts	0	1	0	0	0	0	0	0	0	0	1
Kippens	3	8	0	0	3	0	0	0	0	0	14
Labrador City	0	1	0	0	0	0	0	0	0	0	1
Lewisporte	0	1	0	0	0	0	0	0	0	1	2
Little Burnt Bay	0	0	0	1	0	0	0	0	0	0	1
Logy Bay	0	4	0	0	0	0	0	0	0	0	4
Marystown	1	0	1	0	0	0	0	0	0	0	2
Mount Carmel-Mitchell's Brook-St. Catherines	1	0	0	0	0	0	0	0	0	0	1
New-Wes-Valley	0	1	0	0	0	0	0	0	0	0	1
Norris Point	0	1	0	0	0	0	0	0	0	0	1
Paradise	7	7	0	0	0	0	0	0	0	0	14
Placentia	0	1	0	1	1	0	0	0	0	0	3
Portugal Cove-St. Phillips	3	10	1	0	0	0	0	0	0	0	14
Pouch Cove	0	3	2	31	0	0	0	0	0	0	36
St. George's	4	15	4	0	3	1	0	0	0	0	27
St. Anthony	1	7	0	0	0	0	0	0	0	0	8
Bay Bulls	0	1	0	0	0	0	0	0	0	0	1
Stephenville	3	0	0	0	0	0	0	0	0	0	3
Stephenville Crossing	0	1	0	0	0	0	0	0	0	0	1
Sunnyside	0	0	0	0	0	0	0	0	0	1	1
Torbay	1	2	0	0	0	0	0	0	0	0	3
Triton	0	1	0	0	0	0	0	0	0	0	1
Trout River	0	1	0	0	0	0	0	0	0	0	1
Twillingate	1	1	0	0	0	0	0	0	0	0	2
Witless Bay	2	2	0	0	0	0	0	0	0	0	4
Western Health	6	9	5	4	0	0	0	0	0	0	24
Workplace NL	5	13	7	2	0	0	0	1	0	0	28
TOTAL	378	343	85	57	93	7	7	2	1	3	976
Percentage %	39%	35%	9%	6%	10%	1%	1%	0%	0%	0%	100%

Of the 976 requests received by public bodies, 721 (74 per cent) resulted in full or partial disclosure, access was denied in 93 (10 percent) requests, and 85 (9 per cent) were for information where there were no responsive records.

General requests

Table 4d – General Requests by Final Outcome (April 1, 2020 to March 31, 2021)

Final outcome	Departments	Public Bodies	Total	%
Partial disclosure	568	295	863	37%
Full disclosure	411	324	735	31%
No responsive records	298	78	376	16%
Withdrawn	167	41	208	9%
Access denied	43	62	105	4%
Publicly Available	23	7	30	1%
Other	14	1	15	1%
Disregarded	8	6	14	1%
Abandoned	0	2	2	0%
Neither confirm/deny	2	0	2	0%
Not Closed	5	2	7	0%
Total	1539	818	2357	100%

Table 4e – Final Outcome of General Requests by Department (April 1, 2020 to March 31, 2021)

DEPARTMENT	Partial Disclosure	Full Disclosure	No responsive records	Withdrawn	Access Denied	Publicly Available	Other	Disregarded	Neither confirm/deny	Not Closed	TOTAL
Children, Seniors and Social Development	14	29	9	5	1	0	0	0	0	0	58
Digital Government and Service NL	42	19	15	6	5	1	0	0	0	0	88
Education	17	21	4	11	0	0	0	0	0	0	53
Environment, Climate Change and Municipalities	41	31	14	13	0	1	1	0	1	0	102
Executive Council	16	11	22	1	5	0	4	0	0	0	59
Indigenous Affairs and Reconciliation	7	4	11	0	0	2	0	0	0	0	24
Intergovernmental Affairs Secretariat	2	5	9	0	0	0	0	0	0	0	16
Labrador Affairs Secretariat	4	3	5	0	0	0	1	0	0	0	13

DEPARTMENT	Partial Disclosure	Full Disclosure	No responsive records	Withdrawn	Access Denied	Publicly Available	Other	Disregarded	Neither confirm/deny	Not Closed	TOTAL
Office of the Chief Information Officer	1	0	5	0	0	0	0	0	0	0	6
Office of the Status of Women	5	11	3	0	0	0	0	0	0	0	19
Treasury Board Secretariat	9	11	9	1	0	0	0	0	0	0	30
Finance	18	20	12	2	4	3	0	1	0	0	60
Fisheries, Forestry and Agriculture	61	26	11	29	3	5	0	2	0	0	137
Health and Community Services	45	39	19	31	4	5	4	3	0	1	151
Immigration, Skills and Labour	25	17	13	12	1	2	0	0	0	0	70
Industry, Energy and Technology	140	68	59	2	3	1	0	0	0	0	273
Justice and Public Safety	37	16	39	2	11	0	3	1	1	0	110
Premier's Office	31	11	20	0	1	1	1	0	0	0	65
Tourism, Culture, Arts and Recreation	10	18	8	3	1	0	0	0	0	4	44
Transportation and Infrastructure	43	51	11	49	4	2	0	1	0	0	161
Total	568	411	298	167	43	23	14	8	2	5	1539
Percentage %	37%	27%	19%	11%	3%	1%	1%	1%	0%	0%	100%

Of the 1539 general requests received by departments, 976 (64 per cent) resulted in partial or full disclosure, 298 (19 per cent) were for information where there were no responsive records and access was denied in 43 (three per cent) requests.

Table 4f – Final Outcome of General Requests by Public Body (April 1, 2020 to March 31, 2021)

DEPARTMENT	Partial Disclosure	Full Disclosure	No responsive records	Access denied	Withdrawn	Publicly Available	Disregarded	Abandoned	Other	Not Closed	TOTAL
Central Health	3	19	3	0	1	0	0	0	0	0	26
Centre for Health Information	2	1	0	0	0	1	1	0	0	0	5
City of Corner Brook	4	1	2	0	0	0	0	0	0	0	7
City of Mount Pearl	10	0	2	9	0	0	0	0	0	0	21
City of St. John's	59	43	5	0	0	0	1	0	0	0	108
College of the North Atlantic	3	0	0	0	0	0	0	0	0	0	3

DEPARTMENT	Partial Disclosure	Full Disclosure	No responsive records	Access denied	Withdrawn	Publicly Available	Disregarded	Abandoned	Other	Not Closed	TOTAL
Conseil scolaire francophone provincial de terra-neuve-et-labrador	3	15	4	0	0	0	0	0	0	0	22
Criminal Code Mental Disorder Review Board	2	0	0	0	0	0	0	0	0	0	2
Eastern Health	40	59	15	5	0	0	1	0	0	0	120
Labour Relations Board	1	0	0	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	5	5	2	0	2	0	0	0	0	0	14
Legal Aid Commission	0	1	0	0	0	0	0	0	0	0	1
Memorial University	34	19	4	1	3	6	2	0	1	1	71
Municipal Assessment Agency	5	1	0	0	0	0	0	0	0	0	6
Nalcor	10	12	0	0	1	0	0	0	0	0	23
NL English School District	10	8	3	1	2	0	0	1	0	0	25
NL Housing Corporation	2	3	0	0	0	0	0	0	0	0	5
NL Hydro	2	3	0	0	0	0	0	0	0	0	5
NL Liquor Corporation	4	1	0	0	1	0	0	0	0	0	6
Northern Peninsula Regional Service Board	0	1	0	0	0	0	0	0	0	0	1
Office of the High Sheriff	1	2	0	0	0	0	0	0	0	0	3
Public Procurement Agency	4	1	1	0	1	0	0	0	0	0	7
Public Service Commission	0	1	0	1	0	0	0	0	0	0	2
Public Utilities Board	1	2	1	0	0	0	0	0	0	0	4
Royal Newfoundland Constabulary	30	13	9	33	1	0	0	0	0	0	86
Serious Incident Response Team	0	0	0	1	0	0	0	0	0	0	1
Arnolds Cove	0	1	0	0	0	0	0	0	0	0	1
Bauline	0	1	0	0	0	0	0	0	0	0	1
Bay Bulls	9	0	0	0	0	0	0	0	0	0	9
Bay Roberts	0	1	0	1	0	0	0	0	0	0	2
Brighton	1	0	0	0	0	0	0	0	0	0	1
Carbonear	0	1	3	0	0	0	0	0	0	0	4
CBS	12	3	1	1	0	0	0	0	0	0	17
Clareville	0	2	0	0	0	0	0	0	0	0	2
Cormack	0	1	0	0	0	0	0	0	0	0	1
Cottlesville	0	1	0	0	0	0	0	0	0	0	1
Deer Lake	0	1	0	0	0	0	0	0	0	0	1
Gander	1	1	1	0	0	0	0	0	0	0	3
Grand Falls-Windsor	0	1	0	0	0	0	0	0	0	0	1
Hant's Harbour	0	1	0	0	0	0	0	0	0	0	1

DEPARTMENT	Partial Disclosure	Full Disclosure	No responsive records	Access denied	Withdrawn	Publicly Available	Disregarded	Abandoned	Other	Not Closed	TOTAL
Happy Valley-Goose Bay	1	0	1	1	0	0	0	0	0	0	3
Holyrood	0	10	1	1	0	0	0	0	0	0	12
Isle aux Morts	0	1	0	0	0	0	0	0	0	0	1
Kippens	3	8	0	3	0	0	0	0	0	0	14
Labrador City	0	1	0	0	0	0	0	0	0	0	1
Lewisporte	0	1	0	0	0	0	0	0	0	0	1
Little Burnt Bay	0	0	0	0	1	0	0	0	0	0	1
Logy Bay	0	4	0	0	0	0	0	0	0	0	4
Marystown	1	0	1	0	0	0	0	0	0	0	2
Mount Carmel-Mitchell's Brook-St. Catherines	0	0	0	0	0	0	0	0	0	0	0
New-Wes-Valley	0	1	0	0	0	0	0	0	0	0	1
Norris Point	0	1	0	0	0	0	0	0	0	0	1
Paradise	7	7	0	0	0	0	0	0	0	0	14
Placentia	0	1	0	1	1	0	0	0	0	0	3
PC-SP	3	10	1	0	0	0	0	0	0	0	14
Pouch Cove	0	3	2	0	22	0	0	0	0	0	27
St. George's	4	15	4	3	0	0	1	0	0	0	27
St. Anthony	1	6	0	0	0	0	0	0	0	0	7
Bay Bulls	0	1	0	0	0	0	0	0	0	0	1
Stephenville	3	0	0	0	0	0	0	0	0	0	3
Stephenville Crossing	0	1	0	0	0	0	0	0	0	0	1
Sunnyside	0	0	0	0	0	0	0	0	0	1	1
Torbay	1	2	0	0	0	0	0	0	0	0	3
Triton	0	1	0	0	0	0	0	0	0	0	1
Trout River	0	0	0	0	0	0	0	0	0	0	0
Twillingate	1	1	0	0	0	0	0	0	0	0	2
Witless Bay	2	2	0	0	0	0	0	0	0	0	4
Western Health	6	9	5	0	3	0	0	0	0	0	23
Workplace NL	4	12	7	0	2	0	0	1	0	0	26
Total	295	324	78	62	41	7	6	2	1	2	818
Percentage %	36%	40%	10%	8%	5%	1%	1%	0%	0%	0%	100%

Of the 818 general requests received by public bodies, 619 (76 per cent) resulted in full or partial disclosure, 78 (10 per cent) were for information where there were no responsive records and access was denied in 62 (eight per cent) requests.

Personal information requests

Table 4g – Personal information requests by Final Outcome (April 1, 2020 to March 31, 2021)

Final outcome	Departments	Public Bodies	Total	%
Partial disclosure	50	83	133	38%
Withdrawn	59	16	75	22%
Full disclosure	27	19	46	13%
No responsive records	17	7	24	7%
Access denied	3	31	34	10%
Other	23	0	23	7%
Disregarded	8	1	9	3%
Publicly Available	2	0	2	1%
Not Closed	0	1	1	0%
Total	189	158	347	101%

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

Table 4h – Final Outcome of Personal Requests by Department (April 1, 2020 to March 31, 2021)

DEPARTMENT	Withdrawn	Partial Disclosure	Full disclosure	Other	No responsive records	Disregarded	Access Denied	Publicly Available	TOTAL
Children, Seniors and Social Development	2	2	2	0	1	0	0	0	7
Digital Government and Service NL	11	5	2	0	1	0	2	0	21
Education	2	1	2	0	0	0	0	0	5
Environment, Climate Change and Municipalities	3	4	1	0	2	0	0	0	10
Executive Council	0	0	0	0	1	0	0	0	1
Office of the Chief Information Officer	0	0	0	0	0	1	0	0	1
Treasury Board Secretariat	1	5	1	0	1	0	0	0	8
Finance	0	0	1	0	0	0	0	0	1
Fisheries, Forestry and Agriculture	0	4	1	0	0	0	0	0	5
Health and Community Services	34	2	2	23	0	1	0	1	63
Immigration, Skills and Labour	1	0	0	0	0	0	0	0	1

DEPARTMENT	Withdrawn	Partial Disclosure	Full disclosure	Other	No responsive records	Disregarded	Access Denied	Publicly Available	TOTAL
Industry, Energy and Technology	0	0	1	0	0	0	0	0	1
Justice and Public Safety	0	23	11	0	9	6	1	1	51
Premier's Office	0	0	1	0	1	0	0	0	2
Transportation and Infrastructure	5	4	2	0	1	0	0	0	12
Total	59	50	27	23	17	8	3	2	189
%	31%	26%	14%	12%	9%	4%	2%	1%	100%

Of the 189 requests received by departments, 77 (40 per cent) resulted in partial or full disclosure, 59 (31 per cent) were withdrawn, access was denied in three (two per cent) requests and eight (four 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, 2020 to March 31, 2021)

OUTCOME BY PUBLIC BODY	Partial Disclosure	Access Denied	Full Disclosure	Withdrawn	No responsive records	Disregarded	Not Closed	TOTAL
Central Health	1	0	0	1	0	0	0	2
City of Mount Pearl	3	1	0	0	1	0	0	5
City of St. John's	1	0	1	0	0	0	0	2
College of the North Atlantic	5	0	0	0	0	0	0	5
Labrador-Grenfell Health	0	0	1	0	0	0	0	1
Memorial University	13	0	5	4	2	1	0	25
NL English School District	3	0	0	0	0	0	0	3
NL Housing Corporation	0	0	0	0	1	0	0	1
Newfoundland Liquor Corporation	0	2	0	0	0	0	0	2
Office of the High Sheriff	0	1	0	0	0	0	0	1
Royal Newfoundland Constabulary	54	27	7	1	3	0	0	92
Conception Bay South	1	0	1	0	0	0	0	2
Holyrood	0	0	1	0	0	0	0	1
Lewisporte	0	0	0	0	0	0	1	1
Mount Carmel-Mitchell's Brook-St. Catherines	1	0	0	0	0	0	0	1
Pouch Cove	0	0	0	9	0	0	0	9
St. Anthony	0	0	1	0	0	0	0	1

OUTCOME BY PUBLIC BODY	Partial Disclosure	Access Denied	Full Disclosure	Withdrawn	No responsive records	Disregarded	Not Closed	TOTAL
Trout River	0	0	1	0	0	0	0	1
Western Health	0	0	0	1	0	0	0	1
Workplace NL	1	0	1	0	0	0	0	2
TOTAL	83	31	19	16	7	1	1	158
%	53%	20%	12%	10%	4%	1%	1%	100%

Of the 158 requests received by public bodies, 102 (65 per cent) resulted in partial or full disclosure, access was denied in 31 (20 per cent) of requests and seven (four 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, 2020 to March 31, 2021)

SECTION OF THE ATIPP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	77	4%
s.33 – Information from a Workplace Investigation	23	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	151	7%
s.40 – Disclosure Harmful to Personal Privacy	791	38%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	9	0%
DISCRETIONARY		
s.28 – Local Public Body Confidences	12	1%
s.29 – Policy Advice or Recommendations	310	15%
s.30 – Legal Advice	155	7%
s.31 – Disclosure Harmful to Law Enforcement	115	6%
s.32 – Confidential Evaluations	26	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	98	5%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	247	12%
s.36 – Disclosure Harmful to Conservation	0	0%
s.37 – Disclosure Harmful to Individual or Public Safety	22	1%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	34	2%
TOTAL (MANDATORY AND DISCRETIONARY)	2070	100%

General requests

Table 5b – Exceptions to Disclosure for General Requests by Departments and Public Bodies (April 1, 2020 to March 31, 2021)

SECTION OF THE ATIPP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	77	4
s.33 – Information from a Workplace Investigation	18	1
s.39 – Disclosure Harmful to Business Interests of a Third Party	148	8
s.40 – Disclosure Harmful to Personal Privacy	663	37
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	5	0
DISCRETIONARY		
s.28 – Local Public Body Confidences	11	1
s.29 – Policy Advice or Recommendations	283	16
s.30 – Legal Advice	133	7
s.31 – Disclosure Harmful to Law Enforcement	88	5
s.32 – Confidential Evaluations	19	1
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	98	5

s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	239	13
s.36 – Disclosure Harmful to Conservation	0	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	25	1
TOTAL (MANDATORY AND DISCRETIONARY)	1,812	99%

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

Personal information requests

Table 5c – Exceptions to Disclosure for Personal Requests by Departments and Public Bodies (April 1, 2020 to March 31, 2021)

SECTION OF THE ATIPP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	0	0%
s.33 – Information from a Workplace Investigation	5	2%
s.39 – Disclosure Harmful to Business Interests of a Third Party	3	1%
s.40 – Disclosure Harmful to Personal Privacy	128	50%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	4	2%
s.28 – Local Public Body Confidences	1	0%
s.29 – Policy Advice or Recommendations	27	10%
s.30 – Legal Advice	22	9%
s.31 – Disclosure Harmful to Law Enforcement	27	10%
s.32 – Confidential Evaluations	7	3%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	0	0%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	8	3%
s.36 – Disclosure Harmful to Conservation	0	0%
s.37 – Disclosure Harmful to Individual or Public Safety	17	7%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	9	3%
TOTAL (MANDATORY AND DISCRETIONARY)	258	100%

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, 2020 to March 31, 2021)

Timelines	Departments	Public Bodies	Total	%
Met timeline	1520	817	2337	86
Met timeline with extension	132	128	260	10
Timeline not met	71	28	99	4
Not closed	5	3	8	0
Total	1728	976	2704	100

Table 6b – Response Timelines for All Requests by Department (April 1, 2020 to March 31, 2021)

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Children, Seniors and Social Development	59	5	1	0	65
Digital Government and Service NL	88	3	18	0	109
Education	57	1	0	0	58
Environment, Climate Change and Municipalities	93	8	11	0	112
Executive Council	54	4	2	0	60
Indigenous Affairs and Reconciliation	23	1	0	0	24
Intergovernmental Affairs Secretariat	16	0	0	0	16
Labrador Affairs Secretariat	13	0	0	0	13
Office of the Chief Information Officer	7	0	0	0	7
Office of the Status of Women	19	0	0	0	19
Treasury Board Secretariat	35	2	1	0	38
Finance	57	3	1	0	61
Fisheries, Forestry and Agriculture	114	27	1	0	142
Health and Community Services	192	8	13	1	214
Immigration, Skills and Labour	62	9	0	0	71
Industry, Energy and Technology	264	10	0	0	274
Justice and Public Safety	109	42	10	0	161
Premier's Office	54	2	11	0	67
Tourism, Culture, Arts and Recreation	37	1	2	4	44
Transportation and Infrastructure	167	6	0	0	173
Total	1520	132	71	5	1728
Percentage %	88%	8%	4%	0%	100%

Table 6c – Response Timelines for All Requests by Public Bodies (April 1, 2020 to March 31, 2021)

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Central Health	28	0	0	0	28
NL Centre for Health Information	5	0	0	0	5
City of Corner Brook	5	2	0	0	7
City of Mount Pearl	21	5	0	0	26
City of St. John's	106	2	2	0	110
College of the North Atlantic	7	1	0	0	8
Conseil scolaire francophone provincial de terra-neuve-et-labrador	19	0	3	0	22
Criminal Code Mental Disorder Review Board	2	0	0	0	2
Eastern Health	110	4	6	0	120
labour relations board	1	0	0	0	1
Labrador-Grenfell Health	14	1	0	0	15
Legal Aid Commission	1	0	0	0	1
Memorial University	68	24	3	1	96
Municipal Assessment Agency	6	0	0	0	6
Nalcor	15	7	1	0	23
NL English School District	24	4	0	0	28
NL Housing Corporation	5	1	0	0	6
NL Hydro	4	1	0	0	5
Newfoundland Liquor Corporation	8	0	0	0	8
Northern Peninsula Regional Service Board	1	0	0	0	1
Office of the High Sheriff	4	0	0	0	4
Public Procurement Agency	6	0	1	0	7
Public Service Commission	2	0	0	0	2
Public Utilities Board	4	0	0	0	4
Royal Newfoundland Constabulary	176	0	2	0	178
Serious Incident Response Team	1	0	0	0	1
Arnolds Cove	1	0	0	0	1
Bauline	1	0	0	0	1
Bay Bulls	4	4	1	0	9
Bay Roberts	2	0	0	0	2
Brighton	1	0	0	0	1
Carbonear	0	0	4	0	4
Conception Bay South	18	1	0	0	19
Clareville	2	0	0	0	2
Cormack	0	1	0	0	1
Cottlesville	1	0	0	0	1

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Deer Lake	1	0	0	0	1
Gander	3	0	0	0	3
Grand Falls-Windsor	1	0	0	0	1
Hant's Harbour	1	0	0	0	1
Happy Valley-Goose Bay	3	0	0	0	3
Holyrood	4	9	0	0	13
Isle aux Morts	1	0	0	0	1
Kippens	12	2	0	0	14
Labrador City	1	0	0	0	1
Lewisporte	0	1	0	1	2
Little Burnt Bay	1	0	0	0	1
Logy Bay	4	0	0	0	4
Marystown	2	0	0	0	2
Mount Carmel-Mitchell's Brook-St. Catherines	1	0	0	0	1
New-Wes-Valley	1	0	0	0	1
Norris Point	1	0	0	0	1
Paradise	8	6	0	0	14
Placentia	3	0	0	0	3
Portugal Cove- St. Philips	12	0	2	0	14
Pouch Cove	2	34	0	0	36
St. George's	14	13	0	0	27
St. Anthony	8	0	0	0	8
St. Lawrence	1	0	0	0	1
Stephenville	3	0	0	0	3
Stephenville Crossing	1	0	0	0	1
Sunnyside	0	0	0	1	1
Torbay	1	0	2	0	3
Triton	1	0	0	0	1
Trout River	0	0	1	0	1
Twillingate	2	0	0	0	2
Witless Bay	4	0	0	0	4
Western Health	21	3	0	0	24
Workplace NL	26	2	0	0	28
TOTAL	817	128	28	3	976
Percentage%	84%	13%	3%	0%	100%

General Requests

Table 6d – Response timelines for all general requests (April 1, 2020 to March 31, 2021)

Timelines	Departments	Public Bodies	Total	%
Met timeline	1355	684	2039	86%
Met timeline with extension	114	107	221	9%
Timeline not met	65	25	90	4%
Not closed	5	2	7	0%
Total	1539	818	2357	99%

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

Table 6e – Response Timelines for General Requests by Department (April 1, 2020 to March 31, 2021)

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Children, Seniors and Social Development	52	5	1	0	58
Digital Government and Service NL	70	2	16	0	88
Education	52	1	0	0	53
Environment, Climate Change and Municipalities	84	8	10	0	102
Executive Council	53	4	2	0	59
Indigenous Affairs and Reconciliation	23	1	0	0	24
Intergovernmental Affairs Secretariat	16	0	0	0	16
Labrador Affairs Secretariat	13	0	0	0	13
Office of the Chief Information Officer	6	0	0	0	6
Office of the Status of Women	19	0	0	0	19
Treasury Board Secretariat	29	0	1	0	30
Finance	56	3	1	0	60
Fisheries, Forestry and Agriculture	111	25	1	0	137
Health and Community Services	130	7	13	1	151
Immigration, Skills and Labour	61	9	0	0	70
Industry, Energy and Technology	263	10	0	0	273
Justice and Public Safety	73	30	7	0	110
Premier's Office	52	2	11	0	65
Tourism, Culture, Arts and Recreation	37	1	2	4	44
Transportation and Infrastructure	155	6	0	0	161
Total	1355	114	65	5	1539
Percentage %	88%	7%	4%	0%	99%

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

Table 6f – Response Timelines for General Requests by Public Bodies (April 1, 2020 to March 31, 2021)

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Central Health	26	0	0	0	26
NL Centre for Health Information	5	0	0	0	5
City of Corner Brook	5	2	0	0	7
City of Mount Pearl	17	4	0	0	21
City of St. John's	104	2	2	0	108
College of the North Atlantic	3	0	0	0	3
Conseil scolaire francophone provincial de terra-neuve-et-labrador	19	0	3	0	22
Criminal Code Mental Disorder Review Board	2	0	0	0	2
Eastern Health	110	4	6	0	120
Labour relations board	1	0	0	0	1
Labrador-Grenfell Health	13	1	0	0	14
Legal Aid Commission	1	0	0	0	1
Memorial University	51	16	3	1	71
Municipal Assessment Agency	6	0	0	0	6
Nalcor	15	7	1	0	23
NL English School District	22	3	0	0	25
NL Housing Corporation	4	1	0	0	5
NL Hydro	4	1	0	0	5
Newfoundland Liquor Corporation	6	0	0	0	6
Northern Peninsula Regional Service Board	1	0	0	0	1
Office of the High Sheriff	3	0	0	0	3
Public Procurement Agency	6	0	1	0	7
Public Service Commission	2	0	0	0	2
Public Utilities Board	4	0	0	0	4
Royal Newfoundland Constabulary	86	0	0	0	86
Serious Incident Response Team	1	0	0	0	1
Arnolds Cove	1	0	0	0	1
Bauline	1	0	0	0	1
Bay Bulls	4	4	1	0	9
Bay Roberts	2	0	0	0	2
Brighton	1	0	0	0	1
Carbonear	0	0	4	0	4
Conception Bay South	16	1	0	0	17
Clareville	2	0	0	0	2
Cormack	0	1	0	0	1

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Cottlesville	1	0	0	0	1
Deer Lake	1	0	0	0	1
Gander	3	0	0	0	3
Grand Falls-Windsor	1	0	0	0	1
Hant's Harbour	1	0	0	0	1
Happy Valley-Goose Bay	3	0	0	0	3
Holyrood	4	8	0	0	12
Isle aux Morts	1	0	0	0	1
Kippens	12	2	0	0	14
Labrador City	1	0	0	0	1
Lewisporte	0	1	0	0	1
Little Burnt Bay	1	0	0	0	1
Logy Bay	4	0	0	0	4
Marystown	2	0	0	0	2
Mount Carmel-Mitchell's Brook-St. Catherines	0	0	0	0	0
New-Wes-Valley	1	0	0	0	1
Norris Point	1	0	0	0	1
Paradise	8	6	0	0	14
Placentia	3	0	0	0	3
Portugal Gove – St. Phillips	12	0	2	0	14
Pouch Cove	2	25	0	0	27
St. George's	14	13	0	0	27
St. Anthony	7	0	0	0	7
St. Lawrence	1	0	0	0	1
Stephenville	3	0	0	0	3
Stephenville Crossing	1	0	0	0	1
Sunnyside	0	0	0	1	1
Torbay	1	0	2	0	3
Triton	1	0	0	0	1
Twillingate	2	0	0	0	2
Witless Bay	4	0	0	0	4
Western Health	20	3	0	0	23
Workplace NL	24	2	0	0	26
TOTAL	684	107	25	2	818
Percentage %	83%	13%	3%	0%	99%

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, 2020 to March 31, 2021)

Timelines	Departments	Public Bodies	Total	%
Met timeline	165	133	298	86
Met timeline with extension	18	21	39	11
Timeline not met	6	3	9	3
Not Closed	0	1	1	0
Total	189	1	347	100

Table 6h – Response Timelines for Personal Requests by Department (April 1, 2020 to March 31, 2021)

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Children, Seniors and Social Development	7	0	0	0	7
Digital Government and Service NL	18	1	2	0	21
Education	5	0	0	0	5
Environment, Climate Change and Municipalities	9	0	1	0	10
Executive Council	1	0	0	0	1
Office of the Chief Information Officer	1	0	0	0	1
Treasury Board Secretariat	6	2	0	0	8
Finance	1	0	0	0	1
Fisheries, Forestry and Agriculture	3	2	0	0	5
Health and Community Services	62	1	0	0	63
Immigration, Skills and Labour	1	0	0	0	1
Industry, Energy and Technology	1	0	0	0	1
Justice and Public Safety	36	12	3	0	51
Premier's Office	2	0	0	0	2
Transportation and Infrastructure	12	0	0	0	12
Total	165	18	6	0	189
Percentage%	87%	10%	3%	0%	100%

Table 6i – Response Timelines for Personal Requests by Public Body (April 1, 2020 to March 31, 2021)

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Central Health	2	0	0	0	2
City of Mount Pearl	4	1	0	0	5
City of St. John's	2	0	0	0	2
College of the North Atlantic	4	1	0	0	5
Labrador-Grenfell Health	1	0	0	0	1
MUN	17	8	0	0	25
NLESD	2	1	0	0	3
NLHC	1	0	0	0	1
NLC	2	0	0	0	2
Office of the High Sheriff	1	0	0	0	1
RNC	90	0	2	0	92
CBS	2	0	0	0	2
Holyrood	0	1	0	0	1
Lewisporte	0	0	0	1	1
Mount Carmel-Mitchell's Brook-St. Catherines	1	0	0	0	1
Pouch Cove	0	9	0	0	9
St. Anthony	1	0	0	0	1
Trout River	0	0	1	0	1
Western Health	1	0	0	0	1
Workplace NL	2	0	0	0	2
TOTAL	133	21	3	1	158
Percentage%	84%	13%	2%	1%	100%

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 the City of St. John's for the period of April 1, 2020 – March 31, 2021.

Annex B – House of Assembly and Statutory Offices Statistics

Type and Volume of Requests

During 2020-21, the House of Assembly and Statutory Offices received a total of 29 requests – 26 were general requests and three were personal information requests.

Table 1 – Requests received by House of Assembly and Statutory Office (April 1, 2020 to March 31, 2021)

OFFICE	General requests	Personal requests	TOTAL
Commissioner of Legislative Standards	4	0	4
House of Assembly	6	2	8
Office of the Chief Electoral Officer	10	0	10
Office of the Citizens' Representative	3	0	3
Office of the Information and Privacy Commissioner	3	1	4
Total	26	3	29
Percentage %	90%	10%	100%

Applicant Type

28 requests (97%) were submitted by individuals while one request (3%) was submitted to the Office of the Chief Electoral Office by a political party.

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, 2020 to March 31, 2021)

OFFICE	Access Denied	Partial Disclosure	Full Disclosure	No records	Publicly Available	Withdrawn	Disregarded	TOTAL
Commissioner of Legislative Standards	3	0	0	0	1	0	0	4
House of Assembly	1	1	1	4	0	0	1	8
Office of the Chief Electoral Officer	1	3	5	0	1	0	0	10
Office of the Citizens' Representative	1	1	0	1	0	0	0	3
Office of the Information and Privacy Commissioner	1	2	0	0	0	1	0	4
Total by Type of Request	7	7	6	5	2	1	1	29
Percentage %	24%	24%	21%	17%	7%	3%	3%	99%

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

Of the 29 requests responded to by the House of Assembly and Statutory Offices, 13 (45 per cent) resulted in full or partial disclosure, five (17 per cent) were for records that did not exist and access was denied in seven (24 per cent) requests.

Exceptions to Disclosure

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).

**Table 3 – Exceptions to Disclosure for Requests by the House of Assembly and Statutory Offices
(April 1, 2020 to March 31, 2021)**

SECTION OF THE ATIPP ACT*	TOTAL	PERCENTAGE %
MANDATORY		
s.27 – Cabinet Confidences	0	0%
s.33 – Information from a Workplace Investigation	0	0%
s.39 – Disclosure Harmful to Business Interests of a Third Party	3	14%
s.40 – Disclosure Harmful to Personal Privacy	7	32%
s.41 – Disclosure of House of Assembly Services and Statutory Office Records	7	32%
DISCRETIONARY		
s.28 – Local Public Body Confidences	1	5%
s.29 – Policy Advice or Recommendations	2	9%
s.30 – Legal Advice	1	5%
s.31 – Disclosure Harmful to Law Enforcement	1	5%
s.32 – Confidential Evaluations	0	0%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	0	0%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	0	0%
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	0	0%
Total (mandatory and discretionary)	22	102%

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

The exceptions to disclosure listed above were used in 22 instances. Mandatory exceptions were used in 17 (78 per cent) instances. Discretionary exceptions were used in five (24%) instances

Response Time

Table 3 provides a breakdown by House of Assembly or Statutory Office, indicating when each met their legislated timelines.

Table 4 – Response Timelines for Requests by House of Assembly or Statutory Office (April 1, 2020 to March 31, 2021)

OFFICE	Met Timeline	Met with extension	Total
Commissioner of Legislative Standards	4	0	4
House of Assembly	6	2	8
Office of the Chief Electoral Officer	1	9	10
Office of the Citizens' Representative	3	0	3
Office of the Information and Privacy Commissioner	4	0	4
Total	18	11	29
Percentage %	62%	38%	100%

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, 2020 - March 31, 2021.

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 (2019-2020).

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 1st day of June, 2015.

Dated at St. John's in the Province of Newfoundland and Labrador, on the 1st 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.

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