

Frequently Asked Questions: Statistical Report of *FIPPA/MFIPPA* Institutions

The purpose of this document is to answer questions that typically arise when undertaking the completion of the annual Statistical Report by institutions subject to *FIPPA* and *MFIPPA*, including institutions that are custodians under *PHIPA*.

Where do I file the report and can I find assistance in completing the report?

All institutions must now file reports online at <https://statistics.ipc.on.ca>. For assistance, consult the Workbook and Completion Guide or call us at our main switchboard (416) 326-3333. If you are calling long distance, use the toll free line: 1-800-387-0073.

Who at the institution reports to the IPC by completing the Statistical Report on requests for access to information or correction of personal information?

The “head” or someone the head designates to do the reporting is responsible for the reporting of requests for access or correction to records under *FIPPA*, *MFIPPA*, and *PHIPA* as may be applicable.

What does “reporting year” mean?

The reporting year is based on a calendar year from January 1st to December 31st.

What types of requests are *not* reported to the IPC?

Any request for access to information that is routinely disclosed or any request that has not been made pursuant to *MFIPPA* or *FIPPA* (i.e., where no five dollar request fee has been charged), as well as requests for personal health information where the requests are not in writing.

What constitutes a request that should be reported to the IPC?

All written requests under s.17, s.36(2)(a) s.37 of *MFIPPA*; s.24, s.47(2)(a), s.48 of *FIPPA*; and s.53(1) and s.55(1) of *PHIPA*. (All three *Acts* are posted on the IPC website www.ipc.on.ca.) These requests must be reported to the IPC, including those that have been withdrawn or abandoned.

What is a new request for the purpose of the Statistical Report?

A request is considered to be a new request when it has been received directly by the institution from the requester during the reporting year. New requests also include those which have been transferred from other institutions for completion by your institution.

Do you include the number of days a request is in the appeal process to calculate the number of days it took to complete a request?

The time a request is in the appeal process is excluded when calculating how long it took to complete the request. (Please refer to the question below regarding when to consider a request complete.)

When is a request considered to be complete for reporting purposes?

For the purposes of the Statistical Report, a request is considered to be complete when a decision letter has been sent to the requester notifying him or her what information if any, will be made available.

How is a request recorded in the Statistical Report when it has been received in one year, but completed in a different year?

A request is recorded in the Statistical Report in the year in which it is received. When a request is completed it is recorded in the Statistical Report in the year in which it is completed. In other words, a request may be received in 2013 and completed in 2014.

Why does my report show that I completed more requests than I received?

A request is counted in the year it is received, but it may not be completed until the subsequent year or years. In a case where the request has been carried over, it will be recorded as being complete in the Statistical Report only in the year it was completed. Therefore, the number of requests received could total less than, or greater than, the number of requests completed.

Why is the total number of requests in the "Compliance with the Act" section of the Statistical Report unequal to the total number of requests completed?

This occurs when a request has been recorded twice in this section of the report, which should not happen. The four parts of the "Compliance with the Act" section are mutually exclusive and each request can only be accounted for once.

How do I notify the IPC if my contact information changes?

If your contact information changes (e.g. name, institution name, address, email address and phone number), please send an email to **statistics.ipc@ipc.on.ca** and include in the subject line “Revision to Contact Information.”

I am a first time Online Statistical Report user. How do I obtain a user name and password?

Please send an email to **statistics.ipc@ipc.on.ca** for your login and password.

What if I forgot my password or would like to reset my password?

If you have forgotten your password, you can click on the “Forgot Password” link at **https://statistics.ipc.on.ca** and the person responsible for submitting the report will be sent a password automatically.

Who are the management and primary contacts referred to in the Completion Guide?

Generally, the management contact is the head of the institution, while the primary contact is the individual responsible for the completion of the statistical report and whom the IPC would contact about the statistical report.

However, the management and primary contacts may vary depending on the size of the institution.

Larger institutions may have an entire freedom of information department headed by a manager, who should be listed as the management contact, separate from the head of the institution and separate from the primary contact, who may be the freedom of information coordinator.

On the other hand, smaller institutions may have the same individual acting as the head and primary and management contacts.

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