

2020 STATISTICAL REPORT

A YEAR LIKE NO OTHER

Championing Access
and Privacy in Times of
Uncertainty



Information and Privacy
Commissioner of Ontario

Commissaire à l'information et à la
protection de la vie privée de l'Ontario

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Requests by the public under FIPPA/MFIPPA

There were 44,167 freedom of information (FOI) requests filed across Ontario in 2020, a 27 per cent decrease from 2019, when 60,394 were filed.

Total FOI requests filed by jurisdiction and records type

	Personal information	General records	Total
Municipal	13,704	12,397	26,101
Provincial	6,951	11,115	18,066
Total	20,655	23,512	44,167

Total FOI requests completed by jurisdiction and records type

	Personal information	General records	Total
Municipal	13,953	11,615	25,568
Provincial	6,919	6,389	13,308
Total	20,872	18,004	38,876

Total FOI requests completed by source and jurisdiction

Source	Municipal	Provincial	Total
Individual/public	15,015	3,481	18,496
Individual by agent	6,469	5,052	11,521
Business	2,308	3,776	6,084
Academic/researcher	81	119	201
Association/group	302	165	467
Media	342	462	804
Government (all levels)	605	132	737
Other	446	121	567
Total requests	25,568	13,308	38,876

Outcome of requests by jurisdiction

Source	Municipal	Provincial	Total
All information disclosed	5,858	3,601	9,459
Information disclosed in part	13,824	5,224	19,048
No information disclosed	2,771	1,202	3,973
No responsive records exist	1,797	1,966	3,763
Request withdrawn, abandoned or non-jurisdictional	1,427	1,349	2,776
Total requests	25,677	13,342	39,019

Total fees collected and waived by jurisdiction

	Municipal	Provincial	Total
Total application fees collected	\$120,442.52	\$87,721.64	\$208,164.16
Total additional fees collected	\$274,577.08	\$348,550.91	\$623,127.99
Total	\$395,019.60	\$436,277.55	\$831,292.15
Total fees waived	\$47,149.63	\$15,188.30	\$62,337.93

Average cost of municipal requests

	2016	2017	2018	2019	2020
Personal information	\$10.75	\$9.92	\$10.37	\$9.50	\$8.66
General records	\$24.66	\$24.50	\$22.20	\$26.05	\$23.61

Average cost of provincial requests

	2016	2017	2018	2019	2020
Personal information	\$13.86	\$4.02	\$14.31	\$9.76	\$7.90
General records	\$38.59	\$25.53	\$30.74	\$38.50	\$59.73

Provincial compliance

Overall provincial compliance:



Highest number of requests received by FIPPA institutions

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ministry of the Environment, Conservation and Parks	6,960	2,606	1,106	42.4	43	920	35.3
Ministry of the Solicitor General**	4,749	4,567	3,896	85.3	91	215	4.7
Ministry of Children, Community and Social Services	2,614	2,787	1,548	55.5	58.6	688	24.7
Ministry of Government and Consumer Services	345	259	227	87.6	92.7	16	6.2
Ministry of Transportation	290	233	146	62.7	69.1	45	19.3
Ministry of the Attorney General	247	220	147	66.8	85	20	9.1
Workplace Safety and Insurance Board	185	156	85	54.5	100	28	17.9
Ministry of Health	182	151	70	46.4	82.1	39	25.8
The Cabinet Office	128	109	80	73.4	89	11	10.1
LCBO	101	102	93	91.2	93.1	7	6.9

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

** Of the total number of requests received by the Ministry of the Solicitor General in 2020, 4,255 (or 89.6%) related to the Ontario Provincial Police

Response rate compliance (provincial institutions except colleges, universities, and hospitals)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ministry of the Environment, Conservation and Parks	6,960	2,606	1,106	42.4	43	920	35.3
Ministry of the Solicitor General**	4,749	4,567	3,896	85.3	91	215	4.7
Ministry of Children, Community and Social Services	2,614	2,787	1,548	55.5	58.6	688	24.7
Ministry of Government and Consumer Services	345	259	227	87.6	92.7	16	6.2
Ministry of Transportation	290	233	146	62.7	69.1	45	19.3
Ministry of the Attorney General	247	220	147	66.8	85	20	9.1
Workplace Safety and Insurance Board	185	156	85	54.5	100	28	17.9
Ministry of Health	182	151	70	46.4	82.1	39	25.8
The Cabinet Office	128	109	80	73.4	89	11	10.1
LCBO	101	102	93	91.2	93.1	7	6.9
Ministry of Education	95	87	54	62.1	96.6	6	6.9
Ontario Lottery and Gaming Corporation	93	91	59	64.8	97.8	8	8.8
Ministry of Natural Resources and Forestry	80	64	20	31.3	53.1	20	31.3
Legal Aid Ontario	77	77	64	83.1	98.7	1	1.3
Ministry of Colleges and Universities	64	73	63	86.3	94.5	4	5.5
Ontario Power Generation Inc.	57	40	19	47.5	100	6	15
Metrolinx	51	46	21	45.7	80.4	13	28.3
Ministry of Long-Term Care	50	21	9	42.9	81	9	42.9
Ministry of Finance	46	50	26	52	68	14	28
Infrastructure Ontario	40	38	20	52.6	60.5	0	0
Financial Services Regulatory Authority of Ontario	37	35	21	60	91.4	10	28.6
Ministry of Municipal Affairs and Housing	36	30	15	50	50	8	26.7
North East Local Health Integration Network	35	30	26	86.7	100	3	10
Pay Equity Commission	31	34	33	97.1	100	0	0
Ontario Agency for Health Protection and Promotion	30	24	4	16.7	16.7	0	0
Ministry of Agriculture, Food and Rural Affairs	26	20	13	65	90	3	15
Ontario Health	24	21	14	66.7	81	2	9.5
Ontario Parole Board	23	23	22	95.7	95.7	1	4.3

Response rate compliance (provincial institutions except colleges, universities, and hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ministry of Energy, Northern Development and Mines	23	21	13	61.9	95.2	4	19
Treasury Board Secretariat	19	16	11	68.8	93.8	0	0
Independent Electricity System Operator	19	11	2	18.2	100	5	45.5
Ministry of Economic Development, Job Creation and Trade	18	16	6	37.5	100	3	18.8
Ministry of Heritage, Sport, Tourism and Culture	13	14	5	35.7	92.9	2	14.3
Ontario Human Rights Commission	12	12	12	100	100	0	0
Ministry of Indigenous Affairs	8	8	4	50	75	3	37.5
Ontario Securities Commission	8	8	2	25	75	3	37.5
Ontario Energy Board	8	4	0	0	100	1	25
Toronto Central Local Health Integration Network	7	9	2	22.2	55.6	0	0
Landlord and Tenant Board	7	7	7	100	100	0	0
Ministry of Infrastructure	7	5	3	60	60	1	20
Human Rights Tribunal of Ontario	6	6	0	0	0	3	50
Ontario Civilian Police Commission	6	6	3	50	66.7	1	16.7
Central Local Health Integration Network	6	4	2	50	100	0	0
Ontario Northland Transportation Commission	6	4	2	50	75	1	25
Patient Ombudsman	5	5	4	80	100	0	0
Ministry of Intergovernmental Affairs	5	2	2	100	100	0	0
Local Planning Appeal Tribunal	4	4	0	0	100	0	0
Niagara Escarpment Commission	4	3	1	33.3	33.3	1	33.3
Agricorp	3	3	1	33.3	33.3	2	66.7
Licence Appeal Tribunal	3	3	2	66.7	100	0	0
Ministry for Seniors and Accessibility	3	3	2	66.7	100	0	0
The Niagara Parks Commission	3	3	3	100	100	0	0
Central East Local Health Integration Network	2	2	2	100	100	0	0
Consent and Capacity Board	2	2	2	100	100	0	0
Erie St. Clair Local Health Integration Network	2	2	2	100	100	0	0
Ministry of Francophone Affairs	2	2	0	0	100	1	50

ACCESS

Response rate compliance (provincial institutions except colleges, universities, and hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ontario Trillium Foundation	2	2	2	100	100	0	0
Champlain Local Health Integration Network	2	1	1	100	100	0	0
Ontario Cannabis Retail Corporation	2	1	1	100	100	0	0
South East Local Health Integration Network	2	1	1	100	100	0	0
Education Quality and Accountability Office	1	2	1	50	100	0	0
Financial Services Tribunal	1	1	1	100	100	0	0
Haliburton Highlands Health Services Corporation	1	1	1	100	100	0	0
Hamilton Niagara Haldimand Brant Local Health Integration Network	1	1	0	0	0	0	0
Human Rights Legal Support Centre	1	1	1	100	100	0	0
Ontario Clean Water Agency	1	1	1	100	100	0	0
Owen Sound Transportation Company Limited	1	1	1	100	100	0	0
Public Service Commission	1	1	1	100	100	0	0
Royal Ontario Museum	1	1	0	0	0	0	0
Social Benefits Tribunal	1	1	0	0	0	0	0
South West Local Health Integration Network	1	1	0	0	100	1	100
St. Lawrence Parks Commission	1	1	0	0	100	0	0
Trillium Gift of Life Network	1	1	1	100	100	0	0
Villa St. Gabriel Villa	1	1	1	100	100	0	0
Workplace Safety and Insurance Appeals Tribunal	1	1	1	100	100	0	0
Financial Services Commission of Ontario (interim)	0	3	0	0	0	3	100
Ontario Place Corporation	0	2	2	100	100	0	0
Ontario Arts Council	0	1	0	0	100	1	100
Total	16,930	12,206	8,013	65.6	72.3	2,133	17.5

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

** Of the total number of requests received by the Ministry of the Solicitor General in 2020, 4,255 (or 89.6%) related to the Ontario Provincial Police.

Response rate compliance (hospitals)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Renfrew Victoria Hospital	69	69	68	98.6	98.6	0	0
Campbellford Memorial Hospital	42	42	42	100	100	0	0
Smooth Rock Falls Hospital	30	30	30	100	100	0	0
Royal Victoria Regional Health Centre	30	29	18	62.1	82.8	0	0
London Health Sciences Centre	26	32	19	59.4	100	0	0
Trillium Health Partners	23	25	22	88	96	0	0
Sensenbrenner Hospital	20	20	20	100	100	0	0
William Osler Health System	20	19	11	57.9	57.9	1	5.3
St. Joseph's Healthcare Hamilton	20	17	4	23.5	47.1	6	35.3
Chatham-Kent Health Alliance	19	19	19	100	100	0	0
Kingston Health Sciences Centre	19	17	15	88.2	88.2	0	0
The Ottawa Hospital	17	17	9	52.9	100	2	11.8
Hamilton Health Sciences	16	17	15	88.2	100	0	0
University Health Network	13	13	11	84.6	92.3	0	0
Humber River Hospital	13	12	9	75	100	1	8.3
Sinai Health	13	10	8	80	80	0	0
North Bay Regional Health Centre	11	11	11	100	100	0	0
Lakeridge Health	11	9	6	66.7	77.8	0	0
Centre for Addiction and Mental Health (CAMH)	9	10	7	70	70	2	20
Mackenzie Health - Richmond Hill Site	9	9	9	100	100	0	0
Michael Garron Hospital	9	7	7	100	100	0	0
Niagara Health Systems	8	7	1	14.3	85.7	2	28.6
Hospital for Sick Children	8	6	5	83.3	100	0	0
Halton Healthcare	7	7	5	71.4	100	0	0
North York General Hospital	7	5	4	80	100	0	0
Waypoint Centre for Mental Health Care	7	4	4	100	100	0	0
Queensway Carleton Hospital	6	6	5	83.3	83.3	0	0
Scarborough Health Network	6	6	5	83.3	100	0	0
Women's College Hospital	6	6	4	66.7	100	1	16.7
Southlake Regional Health Centre	6	5	4	80	100	0	0
Thunder Bay Regional Health Sciences Centre	6	5	5	100	100	0	0
Brant Community Healthcare System	5	5	4	80	100	0	0

ACCESS

Response rate compliance (hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Guelph General Hospital	5	5	1	20	60	1	20
Royal Ottawa Health Care Group	5	5	2	40	80	0	0
Markham Stouffville Hospital	5	4	4	100	100	0	0
Baycrest	4	4	4	100	100	0	0
Children's Hospital of Eastern Ontario	4	4	4	100	100	0	0
Joseph Brant Hospital	4	4	3	75	75	0	0
Sault Area Hospital	4	4	3	75	100	0	0
Stevenson Memorial Hospital	4	4	3	75	100	1	25
Hôpital Montfort	4	3	2	66.7	100	0	0
Cambridge Memorial Hospital	3	3	2	66.7	66.7	1	33.3
Casey House Hospital	3	3	3	100	100	0	0
Grand River Hospital	3	3	1	33.3	100	0	0
Hawkesbury & District General Hospital	3	3	2	66.7	66.7	0	0
Hotel-Dieu Grace Healthcare	3	3	3	100	100	0	0
Lake of the Woods District Hospital	3	3	3	100	100	0	0
Peterborough Regional Health Centre	3	3	3	100	100	0	0
Quinte Health Care	3	3	3	100	100	0	0
St. Joseph's Health Care London	3	3	2	66.7	100	0	0
St. Joseph's Health Centre Guelph	3	3	3	100	100	0	0
Toronto Grace Health Centre	3	3	3	100	100	0	0
Bluewater Health	3	2	2	100	100	0	0
Health Sciences North	3	2	2	100	100	0	0
Orillia Soldiers' Memorial Hospital	3	2	1	50	50	0	0
North Shore Health Network	3	2	2	100	100	0	0
Headwaters Health Care Centre	2	3	1	33.3	100	2	66.7
Holland Bloorview Kids Rehabilitation Hospital	2	2	2	100	100	0	0
Kirkland and District Hospital	2	2	1	50	100	0	0
Ross Memorial Hospital	2	2	2	100	100	0	0
Runnymede Healthcare Centre	2	2	2	100	100	0	0
Temiskaming Hospital	2	2	2	100	100	0	0
West Park Healthcare Centre	2	2	2	100	100	0	0
Erie Shores HealthCare	2	1	1	100	100	0	0
Woodstock Hospital	2	1	1	100	100	0	0
Alexandra Hospital	1	1	1	100	100	0	0

Response rate compliance (hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Anson General Hospital	1	1	1	100	100	0	0
Arnprior & District Memorial Hospital	1	1	0	0	0	0	0
Brockville General Hospital	1	1	0	0	100	0	0
Bruyere Continuing Care	1	1	1	100	100	0	0
Carleton Place & District Memorial Hospital	1	1	1	100	100	0	0
Clinton Public Hospital Site	1	1	1	100	100	0	0
Cornwall Community Hospital	1	1	1	100	100	0	0
Englehart and District Hospital	1	1	1	100	100	0	0
Georgian Bay General Hospital	1	1	1	100	100	0	0
Hanover & District Hospital	1	1	1	100	100	0	0
Hotel Dieu Shaver Health and Rehabilitation Centre	1	1	1	100	100	0	0
Lennox & Addington County General Hospital	1	1	1	100	100	0	0
Listowel Memorial Hospital	1	1	0	0	100	0	0
Manitoulin Health Centre	1	1	1	100	100	0	0
Nipigon District Memorial Hospital	1	1	1	100	100	0	0
North of Superior Healthcare Group	1	1	1	100	100	0	0
Pembroke Regional Hospital	1	1	1	100	100	0	0
Sante Manitouwadge Health	1	1	1	100	100	0	0
Seaforth Community Hospital Site	1	1	1	100	100	0	0
Shouldice Hospital	1	1	1	100	100	0	0
South Bruce Grey Health Centre	1	1	0	0	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	1	1	1	100	100	0	0
St. Mary's General Hospital	1	1	1	100	100	0	0
St. Mary's Memorial Hospital Site	1	1	1	100	100	0	0
Stratford General Hospital Site	1	1	1	100	100	0	0
Tillsonburg District Memorial Hospital	1	1	1	100	100	0	0
West Nipissing General Hospital	1	1	1	100	100	0	0
West Parry Sound Health Centre	1	1	1	100	100	0	0
Winchester District Memorial Hospital	1	1	0	0	0	0	0
Wingham and District Hospital	1	1	0	0	100	0	0
Total	644	622	506	81.4	92.8	20	3.2

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (colleges and universities)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Canadore College	63	63	63	100	100	0	0
University of Toronto	56	58	41	70.7	98.3	3	5.2
University of Ottawa	32	31	16	51.6	61.3	4	12.9
Confederation College	25	24	19	79.2	79.2	1	4.2
Queen's University	25	24	19	79.2	100	1	4.2
University of Windsor	23	21	12	57.1	76.2	2	9.5
University of Western Ontario	22	22	15	68.2	100	1	4.5
McMaster University	21	21	15	71.4	95.2	1	4.8
Brock University	19	21	21	100	100	0	0
Ryerson University	19	15	7	46.7	73.3	4	26.7
Carleton University	18	21	13	61.9	95.2	0	0
University of Waterloo	17	18	17	94.4	100	1	5.6
Sheridan College Institute of Technology and Advanced Learning	16	14	12	85.7	92.9	0	0
University of Guelph	12	9	3	33.3	55.6	2	22.2
Lakehead University	11	6	5	83.3	83.3	0	0
Humber College Institute of Technology and Advanced Learning	10	11	10	90.9	90.9	1	9.1
George Brown College	10	10	9	90	90	0	0
Laurentian University of Sudbury	10	8	7	87.5	100	0	0
Wilfrid Laurier University	8	14	10	71.4	100	1	7.1
Seneca College	8	6	4	66.7	100	0	0
Durham College of Applied Arts and Technology	7	7	7	100	100	0	0
Niagara College	6	7	5	71.4	100	0	0
Fleming College	6	6	6	100	100	0	0
University of Ontario Institute of Technology	6	6	4	66.7	66.7	1	16.7
Collège La Cité	6	1	1	100	100	0	0
Northern College	5	5	5	100	100	0	0
St. Lawrence College of Applied Arts and Technology	5	5	5	100	100	0	0
York University	5	5	3	60	100	0	0
OCAD University	4	4	3	75	100	0	0
Trent University	3	4	4	100	100	0	0

Response rate compliance (colleges and universities) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Algonquin College	3	3	2	66.7	66.7	0	0
Georgian College of Applied Arts and Technology	3	3	3	100	100	0	0
Fanshawe College of Applied Arts and Technology	3	3	3	100	100	0	0
Nipissing University	3	2	2	100	100	0	0
Loyalist College of Applied Arts and Technology	2	2	2	100	100	0	0
Total	492	480	373	77.7	91.7	23	4.8

* Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Municipal compliance

Overall municipal compliance:



Highest number of requests received by MFIPPA institutions

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Toronto Police Service	2,999	3,410	2,308	67.7	68.2	512	15
City of Toronto	2,036	1,867	700	37.5	43.7	193	10.3
York Regional Police	1,377	1,447	1,330	91.9	92.6	9	0.6
Durham Regional Police Service	1,268	1,257	1,179	93.8	100	0	0
Halton Regional Police	1,032	756	476	63	63.5	19	2.5
Hamilton Police Service	1,018	1,051	1,028	97.8	98.6	1	0.1
Niagara Regional Police Service	1,017	1,112	896	80.6	84.2	57	5.1
Waterloo Regional Police Service	959	980	771	78.7	91.3	1	0.1
Peel Regional Police	890	890	890	100	100	0	0
London Police Service	649	679	499	73.5	95.6	2	0.3

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (school boards)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
District School Board of Niagara	304	169	147	87	98.8	0	0
Waterloo Catholic District School Board	59	54	45	83.3	87	5	9.3
Toronto District School Board	45	35	19	54.3	85.7	6	17.1
Rainy River District School Board	16	15	15	100	100	0	0
Conseil des écoles catholiques du Centre-Est	15	14	14	100	100	0	0
Peel District School Board	15	13	11	84.6	92.3	0	0
York Region District School Board	13	13	4	30.8	53.8	5	38.5
Hamilton Wentworth District School Board	13	12	7	58.3	75	2	16.7

Response rate compliance (school boards) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Waterloo Region District School Board	12	12	6	50	58.3	5	41.7
Toronto Catholic District School Board	12	9	3	33.3	44.4	1	11.1
Thames Valley District School Board	10	10	9	90	100	0	0
Conseil scolaire catholique de district des Grandes Rivières	9	9	9	100	100	0	0
Ottawa-Carleton District School Board	9	9	7	77.8	100	0	0
York Catholic District School Board	9	9	7	77.8	100	0	0
Conseil des écoles publiques de l'Est de l'Ontario	9	7	7	100	100	0	0
Halton Catholic District School Board	8	8	4	50	62.5	1	12.5
Durham District School Board	8	8	2	25	37.5	5	62.5
Bluewater District School Board	6	5	5	100	100	0	0
Halton District School Board	5	5	4	80	100	1	20
Upper Grand District School Board	5	5	4	80	80	1	20
Conseil scolaire de district catholique de l'Est ontarien	4	5	2	40	100	0	0
Ottawa Catholic District School Board	4	4	3	75	100	0	0
Kawartha Pine Ridge District School Board	4	2	0	0	100	0	0
Algonquin and Lakeshore Catholic District School Board	3	3	3	100	100	0	0
Conseil scolaire catholique MonAvenir	3	3	0	0	0	0	0
Greater Essex County District School Board	3	3	2	66.7	66.7	0	0
Simcoe County District School Board	3	3	2	66.7	100	0	0
Trillium Lakelands District School Board	3	3	2	66.7	100	0	0
Windsor-Essex Catholic District School Board	3	3	2	66.7	100	1	33.3
Grand Erie District School Board	3	1	0	0	0	0	0
Niagara Catholic District School Board	3	1	1	100	100	0	0
Conseil scolaire Viamonde	2	2	2	100	100	0	0
Conseil scolaire de district catholique Franco-Nord	2	2	0	0	50	0	0
Conseil scolaire de district catholique des Aurores boreales	2	2	2	100	100	0	0
Conseil scolaire de district catholique du Nouvel-Ontario	2	2	2	100	100	0	0
Conseil scolaire public du Nord-Est de l'Ontario	2	2	2	100	100	0	0

ACCESS

Response rate compliance (school boards) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Dufferin-Peel Catholic District School Board	2	2	1	50	50	1	50
Limestone District School Board	2	2	2	100	100	0	0
Renfrew County Catholic District School Board	2	2	2	100	100	0	0
Renfrew County District School Board	2	2	2	100	100	0	0
Simcoe Muskoka Catholic District School Board	2	2	0	0	0	0	0
Upper Canada District School Board	2	1	1	100	100	0	0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	1	3	0	0	100	3	100
Avon Maitland District School Board	1	1	0	0	100	0	0
Bruce-Grey Catholic District School Board	1	1	1	100	100	0	0
Conseil scolaire public du Grand Nord de l'Ontario	1	1	0	0	0	0	0
Kenora Catholic District School Board	1	1	0	0	100	0	0
Lambton Kent District School Board	1	1	1	100	100	0	0
Rainbow District School Board	1	1	1	100	100	0	0
Superior-Greenstone District School Board	1	1	0	0	0	1	100
Total	648	483	365	75.6	88.8	38	7.9

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (health boards)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Windsor-Essex County Health Unit	35	33	29	87.9	100	2	6.1
Haldimand-Norfolk Health Unit	11	11	11	100	100	0	0
Middlesex-London Health Unit	8	8	8	100	100	0	0
North Bay Parry Sound District Health Unit	6	6	5	83.3	100	0	0
Wellington Dufferin Guelph Public Health	6	4	4	100	100	0	0
Peterborough Public Health	5	7	4	57.1	57.1	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	5	5	4	80	80	0	0
Leeds, Grenville & Lanark District Health Unit	5	5	5	100	100	0	0

Response rate compliance (health boards) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Kingston, Frontenac, Lennox and Addington Public Health	4	4	4	100	100	0	0
Public Health Sudbury & Districts	4	4	4	100	100	0	0
Thunder Bay District Health Unit	4	4	2	50	100	0	0
Grey Bruce Health Unit	4	2	1	50	100	0	0
Northwestern Health Unit	2	2	2	100	100	0	0
Algoma Public Health	1	1	1	100	100	0	0
Eastern Ontario Health Unit	1	1	0	0	100	0	0
Porcupine Health Unit	1	1	1	100	100	0	0
Total	102	98	85	86.7	95.9	2	2

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (police)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Toronto Police Service	2,999	3,410	2,308	67.7	68.2	512	15
York Regional Police	1,377	1,447	1,330	91.9	92.6	9	0.6
Durham Regional Police Service	1,268	1,257	1,179	93.8	100	0	0
Halton Regional Police	1,032	756	476	63	63.5	19	2.5
Hamilton Police Service	1,018	1,051	1,028	97.8	98.6	1	0.1
Niagara Regional Police Service	1,017	1,112	896	80.6	84.2	57	5.1
Waterloo Regional Police Service	959	980	771	78.7	91.3	1	0.1
Peel Regional Police	890	890	890	100	100	0	0
London Police Service	649	679	499	73.5	95.6	2	0.3
Ottawa Police Service	567	487	309	63.4	63.7	70	14.4
Windsor Police Service	515	515	420	81.6	98.8	0	0
Guelph Police Service	398	420	385	91.7	94	5	1.2
Barrie Police Service	253	255	253	99.2	99.2	1	0.4
Chatham-Kent Police Service	247	247	240	97.2	98.8	3	1.2
Bradford West Gwillimbury/ Innisfil Police Services Board	232	255	181	71	73.3	4	1.6
Sarnia Police Service	167	160	151	94.4	100	0	0
Thunder Bay Police Service	163	164	159	97	98.8	0	0
Strathroy-Caradoc Police Service	144	130	114	87.7	87.7	10	7.7
Peterborough Police Service	139	150	122	81.3	86	1	0.7
Brantford Police Service	124	119	82	68.9	95	2	1.7

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Response rate compliance (police) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
St. Thomas Police Service	94	94	94	100	100	0	0
City of Kawartha Lakes Police Service	55	52	52	100	100	0	0
Stratford Police Service	54	58	53	91.4	94.8	0	0
Cobourg Police Service	50	50	50	100	100	0	0
Greater Sudbury Police Service	39	37	32	86.5	100	0	0
Port Hope Police Service	34	32	23	71.9	84.4	1	3.1
Cornwall Police Service	33	29	8	27.6	51.7	0	0
Timmins Police Service	27	27	26	96.3	96.3	0	0
Belleville Police Service	25	25	20	80	80	0	0
Gananoque Police Services Board	22	22	18	81.8	100	1	4.5
Smiths Falls Police Service	21	21	18	85.7	85.7	0	0
LaSalle Police Service	20	22	18	81.8	90.9	0	0
Hanover Police Service	18	15	9	60	60	0	0
Saugeen Shores Police Service	15	15	0	0	26.7	3	20
Sault Ste. Marie Police Service	14	15	15	100	100	0	0
West Grey Police Service	13	13	13	100	100	0	0
Brockville Police Service	11	11	8	72.7	72.7	0	0
Dryden Police Service	11	11	11	100	100	0	0
Deep River Police Services Board	11	6	6	100	100	0	0
Kingston Police Services Board	9	9	7	77.8	77.8	1	11.1
Aylmer Police	6	6	6	100	100	0	0
Total	14,740	15,054	12,280	81.6	85.7	703	4.7

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (municipal corporations)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
City of Toronto	2,036	1,867	700	37.5	43.7	193	10.3
City of Mississauga	634	493	390	79.1	80.7	28	5.7
Town of Oakville	554	506	473	93.5	93.5	0	0
City of Ottawa	502	506	265	52.4	65.4	58	11.5
Region of Peel	273	255	180	70.6	100	1	0.4
City of Markham	271	247	196	79.4	81.8	6	2.4
Corporation of the City of London	201	198	191	96.5	100	1	0.5
City of Hamilton	195	168	136	81	81	15	8.9

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
City of Vaughan	193	165	156	94.5	99.4	0	0
York Region	169	153	144	94.1	96.1	0	0
Corporation of the City of Brampton	158	127	78	61.4	73.2	13	10.2
Corporation of the City of Cambridge	155	156	111	71.2	71.8	19	12.2
Regional Municipality of Durham	142	138	92	66.7	84.1	6	4.3
City of Greater Sudbury	126	118	91	77.1	77.1	4	3.4
City of Oshawa	121	124	107	86.3	93.5	2	1.6
City of Peterborough	120	118	115	97.5	99.2	0	0
Town of Georgina	118	118	118	100	100	0	0
Corporation of the City of Brantford	117	112	88	78.6	90.2	5	4.5
Niagara Region	94	77	71	92.2	97.4	0	0
City of Kitchener	86	86	72	83.7	93	6	7
Corporation of the City of Windsor	84	87	58	66.7	75.9	3	3.4
Municipality of Chatham-Kent	84	83	74	89.2	98.8	2	2.4
City of Guelph	83	81	74	91.4	100	1	1.2
Corporation of the City of Barrie	82	71	68	95.8	100	1	1.4
Town of New Tecumseth	76	80	72	90	95	2	2.5
City of Sault Ste. Marie	70	75	63	84	96	3	4
Town of Caledon	70	67	51	76.1	98.5	4	6
Town of Innisfil	67	68	60	88.2	100	0	0
Corporation of the City of North Bay	67	67	61	91	91	0	0
City of Burlington	67	57	49	86	87.7	0	0
Corporation of the City of Waterloo	64	59	47	79.7	96.6	3	5.1
Regional Municipality of Halton	61	46	34	73.9	93.5	0	0
Town of Milton	60	60	58	96.7	96.7	0	0
City of St. Catharines	60	57	29	50.9	63.2	6	10.5
Corporation of the County of Brant	58	58	58	100	100	0	0
Corporation of the City of Niagara Falls	58	58	45	77.6	77.6	0	0
Norfolk County	54	67	54	80.6	98.5	5	7.5
City of Kingston	52	49	49	100	100	0	0
Town of East Gwillimbury	51	51	50	98	100	0	0
Township of North Dumfries	49	48	48	100	100	0	0
Township of Centre Wellington	47	49	47	95.9	95.9	0	0
Town of Whitby	45	39	28	71.8	97.4	1	2.6

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Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Town of Newmarket	44	41	27	65.9	70.7	3	7.3
Corporation of the Town of Aurora	42	42	38	90.5	100	0	0
Municipality of Clarington	42	41	25	61	65.9	4	9.8
Township of King	41	41	34	82.9	82.9	4	9.8
Township of Oro-Medonte	41	30	23	76.7	100	3	10
City of Kawartha Lakes	35	37	31	83.8	100	1	2.7
City of Thunder Bay	34	41	26	63.4	63.4	9	22
Municipal Property Assessment Corporation	34	29	24	82.8	96.6	0	0
Corporation of the Township of Seguin	33	35	35	100	100	0	0
Town of Whitchurch-Stouffville	32	29	23	79.3	79.3	0	0
Corporation of the City of Welland	31	31	28	90.3	90.3	0	0
City of Stratford	29	28	20	71.4	100	2	7.1
City of Pickering	27	28	25	89.3	92.9	0	0
County of Dufferin	27	28	27	96.4	100	0	0
Corporation of the County of Lambton	27	27	23	85.2	92.6	2	7.4
Town of Niagara-on-the-Lake	27	26	9	34.6	50	3	11.5
Town of Collingwood	27	22	17	77.3	100	3	13.6
Town of Bradford West Gwillimbury	26	26	22	84.6	96.2	0	0
County of Simcoe – General Government	26	25	24	96	100	0	0
City of Clarence-Rockland	26	22	12	54.5	54.5	3	13.6
Corporation of the Township of Clearview	24	24	22	91.7	100	0	0
Township of Springwater	24	23	22	95.7	95.7	0	0
Corporation of the County of Grey	23	23	21	91.3	100	0	0
Town of Mattawa	23	23	23	100	100	0	0
Corporation of the Town of Grimsby	23	20	9	45	65	7	35
Municipality of Lakeshore	21	21	21	100	100	0	0
Town of Wasaga Beach	21	18	16	88.9	88.9	0	0
County of Prince Edward	21	17	11	64.7	100	0	0
Town of the Blue Mountains	20	20	6	30	60	7	35
Corporation of the City of Thorold	20	16	13	81.3	81.3	2	12.5
Town of Halton Hills	19	18	14	77.8	94.4	0	0
Town of Espanola	19	16	8	50	50	0	0
Corporation of Haldimand County	18	18	13	72.2	100	0	0
Corporation of the County of Wellington	18	18	18	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Township of Russell	17	21	17	81	100	0	0
Township of South Glengarry	17	17	16	94.1	100	0	0
Corporation of the Town of Ajax	16	16	16	100	100	0	0
Township of Muskoka Lakes	16	16	14	87.5	93.8	0	0
Corporation of the City of Orillia	16	15	9	60	86.7	3	20
Municipality of Leamington	16	15	11	73.3	86.7	0	0
Town of South Bruce Peninsula	16	12	4	33.3	100	6	50
City of Sarnia	15	19	11	57.9	68.4	2	10.5
City of St. Thomas	15	15	14	93.3	100	0	0
City of Woodstock	15	15	13	86.7	86.7	0	0
Corporation of the Town of Midland	15	15	8	53.3	60	0	0
Town of Pelham	15	15	7	46.7	46.7	2	13.3
Corporation of the Municipality of West Nipissing	14	14	13	92.9	92.9	0	0
Town of Parry Sound	14	12	7	58.3	58.3	0	0
Corporation of the Town of Gravenhurst	13	13	8	61.5	100	3	23.1
County of Oxford	13	13	12	92.3	100	0	0
Tay Valley Township	12	12	3	25	100	0	0
Township of Minden Hills	12	12	12	100	100	0	0
Corporation of the Township of Brock	12	9	7	77.8	100	0	0
Town of Orangeville	11	11	11	100	100	0	0
United Counties of Prescott and Russell	11	11	11	100	100	0	0
Town of Fort Erie	11	9	7	77.8	100	0	0
Corporation of the City of Owen Sound	10	13	4	30.8	92.3	3	23.1
Municipality of Mississippi Mills	10	11	8	72.7	72.7	0	0
District Municipality of Muskoka	10	11	11	100	100	0	0
Town of LaSalle	10	11	4	36.4	100	0	0
Township of Scugog	10	10	10	100	100	0	0
Corporation of the Municipality of Port Hope	10	9	9	100	100	0	0
Township of Adjala-Tosorontio	10	8	6	75	87.5	0	0
Township of Uxbridge	10	8	6	75	75	0	0
Town of Amherstburg	9	10	8	80	100	0	0
Corporation of the Municipality of French River	9	9	9	100	100	0	0

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Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Corporation of the Town of Ingersoll	9	9	8	88.9	100	0	0
Municipality of Grey Highlands	9	9	8	88.9	100	0	0
Township of West Lincoln	9	9	8	88.9	100	0	0
Corporation of the Township of Guelph/Eramosa	9	6	5	83.3	83.3	0	0
Town of Erin	9	3	0	0	0	1	33.3
Town of Huntsville	8	9	5	55.6	55.6	0	0
Municipality of West Grey	8	8	8	100	100	0	0
Town of Arnprior	8	8	7	87.5	100	0	0
Town of Carleton Place	8	8	6	75	100	0	0
Town of Shelburne	8	8	8	100	100	0	0
Township of Wilmot	8	8	6	75	100	1	12.5
City of Port Colborne	7	7	5	71.4	85.7	0	0
Corporation of the County of Essex	7	7	6	85.7	100	0	0
County of Hastings	7	7	4	57.1	100	1	14.3
Municipality of Northern Bruce Peninsula	7	7	7	100	100	0	0
Township of Leeds and the Thousand Islands	7	7	5	71.4	100	0	0
Township of South Frontenac	7	7	7	100	100	0	0
Corporation of the Town of Cobourg	7	1	1	100	100	0	0
City of Timmins	6	6	5	83.3	83.3	0	0
Corporation of the Municipality of Tweed	6	6	4	66.7	66.7	0	0
Corporation of the Town of Essex	6	6	4	66.7	100	0	0
County of Elgin	6	6	5	83.3	100	0	0
County of Middlesex	6	6	6	100	100	0	0
County of Northumberland	6	6	5	83.3	83.3	0	0
Municipality of Casselman	6	6	6	100	100	0	0
Corporation of the Municipality of Strathroy-Caradoc	6	6	5	83.3	83.3	0	0
Corporation of the Municipality of Bluewater	6	6	2	33.3	100	0	0
Corporation of the Town of Bracebridge	6	6	6	100	100	0	0
Corporation of the Township of Tiny	6	6	4	66.7	100	0	0
Town of Plympton-Wyoming	6	6	6	100	100	0	0
Township of Alnwick/Haldimand	6	6	6	100	100	0	0
Township of Essa	6	6	6	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Township of Madawaska Valley	6	6	0	0	0	2	33.3
Township of Wollaston	6	6	3	50	100	0	0
Township of Woolwich	6	6	4	66.7	83.3	1	16.7
Municipality of Trent Lakes	6	5	2	40	100	0	0
Township of Ramara	6	5	4	80	80	0	0
United Counties of Leeds and Grenville	6	4	4	100	100	0	0
Corporation of the Township of Algonquin Highlands	5	6	4	66.7	83.3	0	0
Corporation of the Town of St. Marys	5	5	4	80	100	0	0
Corporation of the County of Haliburton	5	5	5	100	100	0	0
County of Bruce	5	5	4	80	80	0	0
Municipality of Bayham	5	5	5	100	100	0	0
Municipality of Brighton	5	5	5	100	100	0	0
Municipality of Central Elgin	5	5	3	60	100	1	20
Corporation of the Municipality of Kincardine	5	5	4	80	100	0	0
Corporation of the Town of Kingsville	5	5	4	80	80	1	20
Township of Cavan Monaghan	5	5	5	100	100	0	0
Township of North Glengarry	5	5	3	60	60	0	0
Township of South Stormont	5	5	3	60	60	1	20
Township of Tay	5	5	5	100	100	0	0
Town of Petawawa	5	4	2	50	100	0	0
Township of Puslinch	5	4	3	75	100	0	0
Municipality of Trent Hills	5	3	3	100	100	0	0
InnServices Utilities Inc.	4	5	1	20	100	0	0
Corporation of the Municipality of North Grenville	4	4	3	75	100	0	0
County of Huron	4	4	4	100	100	0	0
Municipality of North Middlesex	4	4	4	100	100	0	0
Municipality of Temagami	4	4	1	25	100	0	0
North Algona Wilberforce Township	4	4	4	100	100	0	0
Corporation of the City of Brockville	4	4	1	25	75	1	25
Corporation of the City of Elliot Lake	4	4	3	75	100	0	0
Corporation of the Township of Cramahe	4	4	4	100	100	0	0
Town of Cochrane	4	4	4	100	100	0	0

ACCESS

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Town of Greater Napanee	4	4	4	100	100	0	0
Township of Alfred and Plantagenet	4	4	4	100	100	0	0
Township of Central Frontenac	4	4	3	75	75	0	0
Corporation of the Town of Fort Frances	4	3	2	66.7	66.7	0	0
Corporation of the Township of Adelaide Metcalfe	4	3	2	66.7	100	0	0
Corporation of the Township of Montague	3	3	1	33.3	100	0	0
Lambton Public Health	3	3	1	33.3	33.3	0	0
Municipality of Powassan	3	3	3	100	100	0	0
Corporation of the City of Kenora	3	3	3	100	100	0	0
Corporation of the Township of Lanark Highlands	3	3	3	100	100	0	0
Corporation of the Township of North Frontenac	3	3	2	66.7	66.7	0	0
Corporation of the Township of Rideau Lakes	3	3	3	100	100	0	0
Town of Gananoque	3	3	3	100	100	0	0
Town of Iroquois Falls	3	3	3	100	100	0	0
Town of Mono	3	3	3	100	100	0	0
Township of Edwardsburgh/Cardinal	3	3	3	100	100	0	0
Township of Huron-Kinloss	3	3	3	100	100	0	0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	3	3	3	100	100	0	0
Township of Southgate	3	3	3	100	100	0	0
Township of Wellesley	3	3	3	100	100	0	0
Township of Strong	3	1	1	100	100	0	0
Corporation of the Municipality of Markstay-Warren	2	2	2	100	100	0	0
Corporation of the Town of Kirkland Lake	2	2	2	100	100	0	0
County of Frontenac	2	2	1	50	100	0	0
Lanark County	2	2	1	50	100	0	0
Municipality of Arran-Elderslie	2	2	2	100	100	0	0
Municipality of Dysart et al	2	2	1	50	50	0	0
Municipality of Lambton Shores	2	2	1	50	50	0	0
Municipality of North Perth	2	2	1	50	100	0	0
Municipality of Oliver Paipoonge	2	2	2	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Municipality of Sioux Lookout	2	2	2	100	100	0	0
Municipality of South Dundas	2	2	0	0	100	0	0
Municipality of South Huron	2	2	1	50	100	0	0
Municipality of St.-Charles	2	2	2	100	100	0	0
Municipality of Thames Centre	2	2	2	100	100	0	0
Corporation of Loyalist Township	2	2	2	100	100	0	0
Corporation of the Municipality of Brockton	2	2	2	100	100	0	0
Corporation of the Municipality of Dutton/Dunwich	2	2	2	100	100	0	0
Corporation of the Municipality of Killarney	2	2	2	100	100	0	0
Corporation of the Town of Perth	2	2	2	100	100	0	0
Corporation of the Township of Carlow/Mayo	2	2	2	100	100	0	0
Municipality of Huron Shores	2	2	2	100	100	0	0
Town of Hearst	2	2	2	100	100	0	0
Town of Kapuskasing	2	2	2	100	100	0	0
Town of Tecumseh	2	2	2	100	100	0	0
Township of Asphodel-Norwood	2	2	2	100	100	0	0
Township of Augusta	2	2	2	100	100	0	0
Township of Beckwith	2	2	2	100	100	0	0
Township of Blandford-Blenheim	2	2	2	100	100	0	0
Township of Georgian Bluffs	2	2	2	100	100	0	0
Township of Greater Madawaska	2	2	2	100	100	0	0
Township of Lucan Biddulph	2	2	1	50	100	1	50
Township of Otonabee-South Monaghan	2	2	2	100	100	0	0
Township of Perth East	2	2	2	100	100	0	0
Township of St. Clair	2	2	1	50	100	0	0
Township of The Archipelago	2	2	2	100	100	0	0
Bonnechere Valley Township	2	1	0	0	0	0	0
Municipality of Hastings Highlands	2	1	0	0	100	0	0
Municipality of Callander	1	2	1	50	50	1	50
Corporation of the Township of Hamilton	1	1	0	0	100	0	0
Corporation of the Town of Aylmer	1	1	0	0	100	1	100
Corporation of the City of Dryden	1	1	1	100	100	0	0

ACCESS

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Corporation of the City of Pembroke	1	1	1	100	100	0	0
Corporation of the Municipality of Meaford	1	1	1	100	100	0	0
Corporation of the Town of Northeastern Manitoulin and the Islands	1	1	1	100	100	0	0
Corporation of the Town of Rainy River	1	1	1	100	100	0	0
Corporation of the Township of Lake of Bays	1	1	0	0	100	0	0
Corporation of the Township of Sables-Spanish Rivers	1	1	1	100	100	0	0
Corporation of the Township of South Algonquin	1	1	1	100	100	0	0
Municipality of East Ferris	1	1	1	100	100	0	0
Municipality of Brooke-Alvinston	1	1	1	100	100	0	0
Municipality of Huron East	1	1	1	100	100	0	0
Municipality of West Elgin	1	1	1	100	100	0	0
Corporation of Town of Minto	1	1	0	0	100	0	0
Corporation of the Town of Goderich	1	1	0	0	0	1	100
Corporation of the Town of Kearney	1	1	1	100	100	0	0
Corporation of the Town of Petrolia	1	1	1	100	100	0	0
Corporation of the Township of Champlain	1	1	1	100	100	0	0
Town of Blind River	1	1	1	100	100	0	0
Town of Deep River	1	1	1	100	100	0	0
Town of Laurentian Hills	1	1	1	100	100	0	0
Town of Penetanguishene	1	1	1	100	100	0	0
Township of Black River-Mathes	1	1	0	0	0	0	0
Township of Bonfield	1	1	1	100	100	0	0
Township of Chatsworth	1	1	0	0	100	0	0
Township of Emo	1	1	1	100	100	0	0
Township of Faraday	1	1	1	100	100	0	0
Township of Front of Yonge	1	1	1	100	100	0	0
Township of Havelock-Belmont-Methuen	1	1	1	100	100	0	0
Township of Hornepayne	1	1	0	0	100	1	100
Township of Malahide	1	1	1	100	100	0	0
Township of McNab/Braeside	1	1	0	0	0	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Township of Nipissing	1	1	1	100	100	0	0
Township of North Dundas	1	1	1	100	100	0	0
Township of North Kawartha	1	1	0	0	100	0	0
Township of Schreiber	1	1	1	100	100	0	0
Township of Severn	1	1	1	100	100	0	0
Township of Whitewater Region	1	1	1	100	0	0	0
United Counties of Stormont, Dundas and Glengarry	1	1	0	0	0	0	0
Village of Westport	1	1	0	0	0	0	0
Wellington County Museum and Archives	1	1	1	100	100	0	0
Total	9,596	8,962	6,396	71.4	79	475	5.3

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Response rate compliance (municipal other)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
District of Sault Ste. Marie Social Services Administration Board	230	228	228	100	100	0	0
Toronto Transit Commission	147	136	100	73.5	76.5	6	4.4
District of Nipissing Social Services Administration Board	146	146	146	100	100	0	0
Toronto Community Housing Corporation	143	123	120	97.6	100	2	1.6
Ottawa Community Housing	104	104	94	90.4	92.3	1	1
Toronto and Region Conservation Authority	43	40	25	62.5	97.5	0	0
District of Thunder Bay Social Services Administration Board	33	33	29	87.9	87.9	0	0
Kenora District Services Board	26	24	24	100	100	0	0
Lake Simcoe Region Conservation Authority	25	25	22	88	96	1	4
Niagara Peninsula Conservation Authority	11	13	10	76.9	92.3	0	0
Cochrane District Social Services Administration Board	10	10	9	90	100	0	0
Nottawasaga Valley Conservation Authority	10	4	4	100	100	0	0
Hydro Ottawa Limited	9	9	9	100	100	0	0
Rosspport Local Roads Board	6	6	6	100	100	0	0

ACCESS

Response rate compliance (municipal other) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Toronto Public Library	6	6	0	0	100	1	16.7
Rideau Valley Conservation Authority	5	4	0	0	100	0	0
Long Point Region Conservation Authority	4	4	3	75	75	0	0
The Blue Mountains Attainable Housing Corporation	3	3	2	66.7	100	0	0
Toronto Hydro-Electric System Limited	3	3	2	66.7	100	0	0
Ausable Bayfield Conservation Authority	3	1	1	100	100	0	0
Central Lake Ontario Conservation Authority	3	1	0	0	0	1	100
Durham Region Transit	2	3	3	100	100	0	0
Alectra Utilities Corporation	2	2	2	100	100	0	0
Cataraqui Region Conservation Authority	2	2	1	50	50	1	50
Grand River Conservation Authority	2	2	2	100	100	0	0
London Transit Commission	2	2	2	100	100	0	0
Otonabee Region Conservation Authority	2	2	2	100	100	0	0
Peterborough Utilities	2	2	2	100	100	0	0
South Nation River Conservation Authority	2	2	2	100	100	0	0
St. Clair Region Conservation Authority	2	2	1	50	100	0	0
Toronto Parking Authority	2	2	1	50	100	1	50
Upper Thames River Conservation Authority	2	2	2	100	100	0	0
Rainy River District Social Services Administration Board	2	1	1	100	100	0	0
Board of Governors of Exhibition Place	1	1	0	0	100	0	0
Burlington Public Library	1	1	1	100	100	0	0
Chapleau Public Utilities Corporation	1	1	1	100	100	0	0
Chatham-Kent Public Utilities Commission	1	1	1	100	100	0	0
CityHousing Hamilton Corporation	1	1	1	100	100	0	0
Credit Valley Conservation Authority	1	1	1	100	100	0	0
Halton Community Housing Corporation	1	1	1	100	100	0	0
Hamilton Region Conservation Authority	1	1	1	100	100	0	0
Innisfil Public Library	1	1	0	0	100	0	0
Kawartha Region Conservation Authority	1	1	0	0	100	0	0
Kingston and Frontenac Housing Corporation	1	1	1	100	100	0	0

Response rate compliance (municipal other) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
London Hydro Inc.	1	1	0	0	0	0	0
Lower Trent Region Conservation Authority	1	1	1	100	100	0	0
Mississauga Library System	1	1	1	100	100	0	0
Niagara Falls Public Library	1	1	1	100	100	0	0
North Bay-Mattawa Conservation Authority	1	1	0	0	100	0	0
Ottawa Public Library	1	1	0	0	0	0	0
Sault Ste. Marie Region Conservation Authority	1	1	1	100	100	0	0
Toronto Hydro Energy Services Inc.	1	1	1	100	100	0	0
Wellington North Power Inc.	1	1	1	100	100	0	0
Windsor Essex Community Housing Corporation	1	1	0	0	0	0	0
Saugeen Valley Conservation Authority	0	3	1	33.3	33.3	0	0
Total	1,015	971	870	89.6	94.3	14	1.4

* Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Requests by the public under PHIPA

There were 140,950 requests for access to personal health information received in 2020.

There were 147,815 requests for access to personal health information completed in 2020.

Outcome of requests completed*

	Number of requests completed*
Full access provided	143,335
Partial access provided: provisions applied to deny access	128
Partial access provided: no record exists or cannot be found	172
Partial access provided: record outside of PHIPA	6
No access provided: provisions applied to deny access	61
No access provided: no record exists or cannot be found	2,604
No access provided: record outside of PHIPA	5
Other completed requests (e.g., withdrawn or never accessed)	1,916
Total requests	148,227
Number of requests that were not accessed following a fee estimate	518
Number of requests denied access in whole or in part where a provision of PHIPA was applied	189

* Requests, especially complex ones, may have more than one outcome disposition. For example, some of the records responsive to a request may be partially accessed with provisions applied while others may not exist or cannot be found. Such a request has multiple outcomes and therefore could be counted more than once in this table. Thus, the total of this table may be greater than the total number of requests completed.

Total fees collected and waived and average cost per access request

Total fees collected	\$1,461,884.11
Total fees waived	\$1,620,787.94
Average cost per access request	\$9.89

PHIPA compliance

Overall compliance:



Response rate compliance

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
William Osler Health Centre	13,301	13,301	13,290	99.9	99.9	11	0.1
Ministry of Health	12,135	12,135	9,432	77.7	78	2,636	21.7
Markham Stouffville Hospital	8,844	8,844	8,789	99.4	99.4	55	0.6
Niagara Health System	7,966	7,966	7,959	99.9	99.9	5	0.1
Halton Healthcare Services Corporation	7,309	7,309	7,309	100	100	0	0
Queensway Carleton Hospital	7,214	7,214	7,068	98	98	145	2
Quinte Health Care	5,908	5,908	5,908	100	100	0	0
Mackenzie Health – Richmond Hill Site	4,753	4,753	4,753	100	100	0	0
St. Joseph's Healthcare Hamilton	4,519	4,519	4,335	95.9	97.7	103	2.3
Hospital for Sick Children	4,500	4,500	4,493	99.8	99.9	4	0.1
Windsor Regional Hospital	4,327	4,327	4,325	100	100	2	0
Trillium Health Partners	3,962	3,962	3,960	99.9	100	2	0.1
London Health Sciences Centre	3,202	3,202	3,130	97.8	98.3	40	1.2
Southlake Regional Health Centre	2,764	2,764	2,764	100	100	0	0
The Ottawa Hospital	2,563	2,563	2,473	96.5	98.5	36	1.4
Unity Health Toronto	2,289	2,258	1,714	75.9	75.9	544	24.1
Grand River Hospital	2,160	9,092	8,284	91.1	91.1	808	8.9
Thunder Bay Regional Health Sciences Centre	2,061	2,061	2,061	100	100	0	0
Health Sciences North	2,002	2,002	2,002	100	100	0	0
Hamilton Health Sciences	1,922	1,912	1,912	100	100	0	0

HEALTH PRIVACY

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Royal Victoria Regional Health Centre	1,917	1,917	1,917	100	100	0	0
Lakeridge Health	1,548	1,548	1,479	95.5	95.6	63	4.1
Humber River Hospital	1,495	1,495	1,495	100	100	0	0
St. Joseph's Health Care London	1,477	1,477	1,464	99.1	99.8	3	0.2
Cambridge Memorial Hospital	1,141	1,141	1,141	100	100	0	0
North Bay Regional Health Centre	1,107	1,107	1,106	99.9	100	0	0
Sunnybrook Health Sciences Centre	1,083	1,083	1,083	100	100	0	0
Scarborough Health Network	947	949	947	99.8	99.8	2	0.2
Women's College Hospital	903	903	901	99.8	100	0	0
Hawkesbury & District General Hospital	894	894	885	99	99	0	0
Guelph General Hospital	882	882	882	100	100	0	0
St. Mary's General Hospital	798	798	798	100	100	0	0
Children's Hospital of Eastern Ontario	776	776	620	79.9	80.2	154	19.8
Toronto Paramedic Services	739	739	729	98.6	98.6	10	1.4
Lake of the Woods District Hospital	697	697	697	100	100	0	0
The Region of Niagara - Emergency Medical Services/Ambulance Services	590	590	590	100	100	0	0
University Health Network	578	578	572	99	99	6	1
Central East Local Health Integration Network	566	566	551	97.3	98.1	11	1.9
Bluewater Health	525	525	525	100	100	0	0
Cornwall Community Hospital	516	516	516	100	100	0	0
Centre for Addiction and Mental Health (CAMH)	515	515	515	100	100	0	0
North Shore Health Network	513	513	513	100	100	0	0
City of Ottawa - Paramedics	505	505	497	98.4	99.2	0	0
Sinai Health	476	476	476	100	100	0	0
Erie Shores HealthCare	466	466	466	100	100	0	0
Kingston Health Sciences Centre	453	453	453	100	100	0	0
University of Waterloo - Health Services	426	412	407	98.8	98.8	5	1.2
Hamilton Niagara Haldimand Brant Local Health Integration Network	415	415	408	98.3	98.8	5	1.2
York Region - Ambulance Services	411	411	411	100	100	0	0
Grey Bruce Health Services	405	405	405	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Regional Municipality of Peel – Peel Regional Paramedic Services	404	404	404	100	100	0	0
Peterborough Regional Health Centre	396	396	392	99	100	0	0
Central Local Health Integration Network	387	387	386	99.7	100	0	0
Ross Memorial Hospital	383	383	383	100	100	0	0
Homewood Health Centre Inc.	378	378	378	100	100	0	0
Orillia Soldiers' Memorial Hospital	375	375	375	100	100	0	0
Hotel-Dieu Grace Healthcare	372	372	372	100	100	0	0
Sault Area Hospital	366	366	366	100	100	0	0
Royal Ottawa Health Care Group	364	350	339	96.9	98.9	2	0.6
Headwaters Health Care Centre	340	340	340	100	100	0	0
North York General Hospital	339	339	330	97.3	97.3	9	2.7
Stevenson Memorial Hospital	290	290	290	100	100	0	0
Erie St. Clair Local Health Integration Network	264	245	218	89	90.6	23	9.4
Mississauga Halton Local Health Integration Network	263	263	255	97	97.3	7	2.7
Champlain Local Health Integration Network	256	253	249	98.4	99.2	2	0.8
Hôpital Montfort	240	240	240	100	100	0	0
Durham Region Health Department	237	237	196	82.7	89	2	0.8
Chatham-Kent Health Alliance	236	236	236	100	100	0	0
Michael Garron Hospital	223	209	205	98.1	100	0	0
Pembroke Regional Hospital	216	216	211	97.7	99.1	2	0.9
South East Local Health Integration Network	195	195	184	94.4	98.5	3	1.5
Brant Community Healthcare System	184	184	184	100	100	0	0
Joseph Brant Hospital	179	179	162	90.5	90.5	17	9.5
Northumberland Hills Hospital	176	176	176	100	100	0	0
Seneca College	176	176	176	100	100	0	0
McMaster University	163	163	162	99.4	100	0	0
Timmins & District Hospital	162	162	162	100	100	0	0
Middlesex – London Paramedic Service	156	156	156	100	100	0	0

HEALTH PRIVACY

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Toronto Central Local Health Integration Network	155	155	153	98.7	98.7	2	1.3
Central West Local Health Integration Network	154	154	147	95.5	100	7	4.5
North Simcoe Muskoka Local Health Integration Network	154	154	150	97.4	98.7	2	1.3
Riverside Health Care Facilities	151	151	151	100	100	0	0
Waterloo Wellington Local Health Integration Network	151	151	151	100	115.9	0	0
Woodstock Hospital	143	143	143	100	100	0	0
Lennox & Addington County General Hospital	134	134	134	100	100	0	0
Stratford General Hospital Site	129	129	129	100	100	0	0
Winchester District Memorial Hospital	124	124	124	100	100	0	0
St. Joseph's Care Group	122	122	111	91	91	11	9
City of Toronto – Long-Term Care Homes and Services	119	119	106	89.1	90.8	9	7.6
Simcoe County Paramedic Services	109	109	109	100	100	0	0
Waypoint Centre for Mental Health Care	109	109	97	89	89	12	11
Holland Bloorview Kids Rehabilitation Hospital	104	104	104	100	100	0	0
Bellwood Health Services	104	104	100	96.2	96.2	4	3.8
Sioux Lookout Meno Ya Win Health Centre	103	103	101	98.1	100	0	0
North East Local Health Integration Network	96	96	95	99	100	0	0
Ornge	95	95	95	100	100	0	0
Halton Region Paramedic Services	88	88	88	100	100	0	0
Hanover & District Hospital	84	84	84	100	100	0	0
Middlesex Hospital Alliance	82	82	82	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	81	81	81	100	100	0	0
South West Local Health Integration Network	81	81	77	95.1	96.3	3	3.7
Collingwood General and Marine Hospital	80	80	78	97.5	97.5	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Kirkland and District Hospital	80	80	80	100	100	0	0
Perth and Smiths Falls District Hospital	78	78	78	100	100	0	0
St. Thomas Elgin General Hospital	76	76	76	100	100	0	0
Runnymede Healthcare Centre	72	72	72	100	100	0	0
Nipigon District Memorial Hospital	71	71	71	100	100	0	0
Shouldice Hospital	69	69	69	100	100	0	0
Renfrew Victoria Hospital	68	68	67	98.5	98.5	1	1.5
Parkdale Queen West Community Health Centre	65	65	60	92.3	92.3	5	7.7
Corporation of the County of Essex	63	63	63	100	100	0	0
Durham College	58	58	48	82.8	89.7	6	10.3
Providence Care – Hospital	58	58	58	100	100	0	0
Norfolk General Hospital	57	56	48	85.7	100	0	0
Brant County Health Unit	56	57	56	98.2	98.2	1	1.8
South Bruce Grey Health Centre	54	54	54	100	100	0	0
City of Greater Sudbury – Paramedic Services	53	53	53	100	100	0	0
Georgian Bay General Hospital	52	52	49	94.2	100	0	0
St. Francis Memorial Hospital	51	51	51	100	100	0	0
Weeneebayko Area Health Authority	51	51	36	70.6	70.6	15	29.4
St. Joseph's General Hospital Elliot Lake	50	50	50	100	100	0	0
Manitoulin Health Centre	49	49	49	100	100	0	0
County of Oxford – Emergency Medical Services	47	47	47	100	100	0	0
Kemptville District Hospital	47	47	47	100	100	0	0
Niagara Region	45	45	45	100	100	0	0
Wilfrid Laurier University	45	45	42	93.3	95.6	2	4.4
County of Brant – Ambulance Service	42	42	42	100	100	0	0
University of Waterloo – Counselling Services	42	42	42	100	100	0	0
Campbellford Memorial Hospital	41	41	41	100	100	0	0
Peterborough County/City Paramedics	40	40	40	100	100	0	0
Lady Minto Hospital	39	42	42	100	100	0	0
Providence Care – Community Services	38	38	35	92.1	100	0	0

HEALTH PRIVACY

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Tillsonburg District Memorial Hospital	38	36	36	100	100	0	0
Dryden Regional Health Centre	36	36	36	100	100	0	0
St. Joseph's Health Centre Guelph	34	34	34	100	100	0	0
West Haldimand General Hospital	34	34	34	100	100	0	0
Peel District School Board	33	33	33	100	100	0	0
Sioux Lookout First Nation Health Authority	33	33	28	84.8	100	0	0
Anson General Hospital	31	29	29	100	100	0	0
Hôtel-Dieu Shaver Health and Rehabilitation Centre	30	30	30	100	100	0	0
North West Local Health Integration Network	30	30	30	100	100	0	0
Upper Canada District School Board	30	30	27	90	100	0	0
Canadian Mental Health Association Niagara Branch	28	27	23	85.2	85.2	4	14.8
Baycrest	26	26	26	100	100	0	0
Emergency Services/United Counties of Prescott and Russell	26	26	26	100	100	0	0
Hôpital Glengarry Memorial Hospital	26	26	26	100	100	0	0
Lady Dunn Health Centre	25	25	25	100	100	0	0
West Park Healthcare Centre	25	25	25	100	100	0	0
Brockville General Hospital	23	23	23	100	100	0	0
West Parry Sound Health Centre	23	23	23	100	100	0	0
Bruyere Continuing Care	22	22	22	100	100	0	0
Hôpital Notre-Dame Hospital Hearst	21	21	21	100	100	0	0
Arnprior & District Memorial Hospital	20	20	20	100	100	0	0
Chapleau Health Services	20	20	20	100	100	0	0
Sensenbrenner Hospital	20	20	20	100	100	0	0
Almonte General Hospital/Fairview Manor	19	19	19	100	100	0	0
Toronto Grace Health Centre	19	19	19	100	100	0	0
District Municipality of Muskoka - Ambulance	18	18	15	83.3	83.3	0	0
Toronto Public Health	18	18	18	100	100	0	0
WoodGreen Community Services	18	18	18	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Carleton Place & District Memorial Hospital	17	17	17	100	100	0	0
Regional Municipality of Waterloo – Paramedic Services	17	17	17	100	100	0	0
Santé Manitouswage Health	17	17	17	100	100	0	0
Villa St. Gabriel Villa	17	17	16	94.1	100	0	0
West Nipissing General Hospital	17	17	17	100	100	0	0
City of Kawartha Lakes	16	16	16	100	100	0	0
Seaforth Community Hospital Site	16	16	16	100	100	0	0
Bingham Memorial Hospital	15	13	13	100	100	0	0
Clinton Public Hospital Site	15	15	15	100	100	0	0
Northumberland Paramedics	15	15	15	100	100	0	0
South Huron Hospital Association	15	15	15	100	100	0	0
Temiskaming Hospital	15	15	10	66.7	66.7	5	33.3
Child and Parent Resource Institute (CPRI)	14	14	13	92.9	100	0	0
County of Frontenac	14	14	14	100	100	0	0
Norfolk County – Emergency Medical Services	14	14	14	100	100	0	0
Wingham and District Hospital	14	14	14	100	100	0	0
United Counties of Leeds and Grenville Paramedic Service	13	52	52	100	100	0	0
Halton Region Board of Health (Medical Officer of Health)	12	12	12	100	100	0	0
Ministry of Long-Term Care	12	12	7	58.3	75	0	0
Regional Municipality of Waterloo – Sunnyside Home	12	12	12	100	100	0	0
City of Ottawa Long Term Care Homes	11	11	10	90.9	100	0	0
Mattawa Hospital	11	11	11	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	11	11	11	100	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	11	11	11	100	100	0	0
St. Mary's Memorial Hospital Site	11	11	11	100	100	0	0
University of Ottawa Heart Institute	11	11	11	100	100	0	0
Deep River and District Hospital	10	10	10	100	100	0	0
Listowel Memorial Hospital	10	10	10	100	100	0	0

HEALTH PRIVACY

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Ontario Agency for Health Protection and Promotion	10	10	10	100	100	0	0
Providence Care – Providence Manor	10	10	10	100	100	0	0
Hamilton Public Health	9	9	9	100	100	0	0
Renfrew County and District Health Unit	9	9	9	100	100	0	0
Regional Municipality of York – Public Health	9	9	9	100	100	0	0
York Support Services Network	9	9	9	100	100	0	0
County of Elgin – Ambulance	8	8	8	100	100	0	0
Humber College Institute of Technology and Advanced Learning	8	8	8	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	8	8	8	100	100	0	0
Lakehead University (Student Health & Wellness)	7	7	7	100	100	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	7	7	6	85.7	100	0	0
Region of Niagara – Long-Term Care Homes	7	7	7	100	100	0	0
York Region – Long-Term Care	7	7	7	100	100	0	0
Alexandra Hospital	6	6	6	100	100	0	0
Algoma District Services Administration Board	6	6	6	100	100	0	0
Algoma Public Health	6	6	2	33.3	33.3	4	66.7
Brock University	6	6	5	83.3	83.3	1	16.7
Porcupine Health Unit	6	6	6	100	100	0	0
Rainy River District Social Services Administration Board	6	6	6	100	100	0	0
St. Joseph's Villa	6	6	6	100	100	0	0
City of Ottawa	5	5	1	20	20	3	60
County of Elgin – Homes	5	5	5	100	100	0	0
Regional Municipality of Peel – Public Health	5	5	5	100	100	0	0
Trent University	5	5	5	100	100	0	0
Alexandra Marine and General Hospital	4	4	3	75	75	0	0
Englehart and District Hospital	4	4	4	100	100	0	0
Haldimand War Memorial Hospital	4	4	4	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Huronview Home for the Aged	4	4	4	100	100	0	0
York Region – Early Intervention Services	4	4	4	100	100	0	0
Casey House Hospital	3	3	3	100	100	0	0
County of Frontenac – Long-Term Care	3	3	3	100	100	0	0
County of Oxford – Woodingford Lodge	3	3	3	100	100	0	0
Haldimand-Norfolk Health Unit	3	3	3	100	100	0	0
Huron Perth Public Health	3	3	3	100	100	0	0
Middlesex-London Health Unit	3	3	3	100	100	0	0
Simcoe County – Long-Term Care Homes	3	3	3	100	100	0	0
Thunder Bay District Health Unit	3	3	3	100	100	0	0
Confederation College	2	2	2	100	100	0	0
District of Sault Ste. Marie Social Services Administration Board	2	2	2	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	2	2	2	100	100	0	0
Smooth Rock Falls Hospital	2	2	2	100	100	0	0
Leeds, Grenville & Lanark District Health Unit	2	2	2	100	100	0	0
Northwestern Health Unit	2	3	3	100	100	0	0
Norview Lodge – Norfolk County	2	2	2	100	100	0	0
Region of Waterloo Public Health	2	2	2	100	100	0	0
Southwestern Public Health	2	2	1	50	100	0	0
University of Western Ontario	2	2	2	100	100	0	0
Cochrane District Social Services Administration Board	1	1	1	100	100	0	0
Corporation of the County of Lambton – Ambulance	1	1	1	100	100	0	0
County of Dufferin	1	1	1	100	100	0	0
Eastern Ontario Health Unit	1	1	1	100	100	0	0
Halton Region – Allendale Village Home for the Aged	1	1	1	100	100	0	0
Halton Region – Creek Way Village Home for the Aged	1	1	1	100	100	0	0
Halton Region – Post Inn Village Home for the Aged	1	1	1	100	100	0	0
Huronlea Home for the Aged	1	1	1	100	100	0	0

HEALTH PRIVACY

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
North Bay Parry Sound District Health Unit	1	1	1	100	100	0	0
Peterborough Public Health	1	1	1	100	100	0	0
Prescott and Russell Residence/United Counties of Prescott and Russell	1	1	1	100	100	0	0
St. Lawrence College of Applied Arts and Technology	1	1	1	100	100	0	0
Regional Municipality of Peel – Long-Term Care	1	1	1	100	100	0	0
Total	140,950	147,815	142,587	96.5	96.7	4,814	3.3

Correction requests

	Total number of correction requests received	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements third parties
University Health Network	955	955	0	0	0	0	0
Humber River Hospital	35	25	4	6	0	0	7
Mackenzie Health – Richmond Hill Site	26	11	7	8	0	1	1
The Ottawa Hospital	19	12	6	0	1	0	1
Sunnybrook Health Sciences Centre	19	16	1	2	0	0	0
Thunder Bay Regional Health Sciences Centre	15	15	0	0	0	0	15
London Health Sciences Centre	13	3	2	4	4	4	0
Centre for Addiction and Mental Health (CAMH)	13	4	1	6	2	0	3
William Osler Health Centre	12	7	1	4	0	0	8
Kingston Health Sciences Centre	12	6	3	2	1	0	10
Trillium Health Partners	9	6	0	4	0	4	0
Hamilton Health Sciences	9	4	0	5	0	0	3
Children’s Hospital of Eastern Ontario	9	3	3	2	1	0	0
Unity Health Toronto	8	4	0	3	1	2	0
Markham Stouffville Hospital	7	6	0	0	1	0	0
Sinai Health	7	6	0	0	1	0	0

Correction requests - continued

	Total number of correction requests received	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements third parties
Halton Healthcare Services Corporation	6	0	5	1	0	6	6
Grand River Hospital	6	3	0	1	2	0	0
St. Joseph's Health Care London	6	4	0	2	0	1	3
Holland Bloorview Kids Rehabilitation Hospital	6	5	0	1	0	1	0
Southlake Regional Health Centre	5	4	1	0	0	1	0
Women's College Hospital	5	4	1	0	0	0	0
Homewood Health Centre Inc.	5	1	3	1	0	1	1
Hôpital Montfort	5	2	1	2	0	0	0
Ontario Shores Centre for Mental Health Sciences	5	5	0	0	0	0	0
Niagara Health System	4	2	1	1	0	1	0
Hospital for Sick Children	3	1	1	1	0	0	1
Royal Victoria Regional Health Centre	3	3	0	0	0	0	0
Lakeridge Health	3	1	0	2	0	0	0
North Bay Regional Health Centre	3	0	2	1	0	0	0
Sault Area Hospital	3	1	0	1	1	1	2
Michael Garron Hospital	3	2	0	1	0	1	0
Pembroke Regional Hospital	3	2	1	0	0	0	0
Quinte Health Care	2	2	0	0	0	0	0
Health Sciences North	2	2	0	0	0	0	0
Scarborough Health Network	2	0	1	1	0	2	0
Cornwall Community Hospital	2	1	0	1	0	1	1
North York General Hospital	2	0	0	2	0	0	0
Durham Region Health Department	2	0	1	1	0	0	0
Lennox & Addington County General Hospital	2	2	0	0	0	0	0
Bruyere Continuing Care	2	2	0	0	0	0	0
Alexandra Hospital	2	0	0	2	0	0	0
Windsor Regional Hospital	1	0	0	1	0	0	0
North Shore Health Network	1	0	0	0	1	0	0

HEALTH PRIVACY

Correction requests - continued

	Total number of correction requests received	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements third parties
Central Local Health Integration Network	1	0	1	0	0	1	0
Orillia Soldiers' Memorial Hospital	1	0	0	1	0	1	1
Mississauga Halton Local Health Integration Network	1	0	0	1	0	1	0
South East Local Health Integration Network	1	0	0	0	1	0	0
Toronto Central Local Health Integration Network	1	1	0	0	0	0	0
Woodstock Hospital	1	1	0	0	0	0	0
St. Joseph's Care Group	1	0	1	0	0	0	0
City of Toronto – Long-Term Care Homes and Services	1	0	0	1	0	0	0
Waypoint Centre for Mental Health Care	1	0	0	1	0	0	0
St. Thomas Elgin General Hospital	1	0	1	0	0	0	0
Georgian Bay General Hospital	1	1	0	0	0	0	0
St. Francis Memorial Hospital	1	1	0	0	0	0	0
North West Local Health Integration Network	1	1	0	0	0	0	0
Canadian Mental Health Association Niagara Branch	1	0	0	1	0	1	0
Brockville General Hospital	1	0	0	0	1	0	0
Ontario Agency for Health Protection and Promotion	1	0	0	1	0	0	0
Alexandra Marine and General Hospital	1	0	0	1	0	1	3
St. Joseph's Healthcare Hamilton	0	2	1	2	1	0	0
Total	1,279	1,139	50	78	19	32	66

Privacy breaches under PHIPA

There were 13,232 breaches of privacy to personal health information in 2020, an eight per cent increase compared to 2019, when 12,286 breaches occurred.

Privacy breaches by Health Information Custodian (HIC) type

Type of HIC	Number of breaches	%
Hospitals: (A person who operates one of the following facilities): Hospital within the meaning of the <i>Public Hospitals Act</i> ; Private hospital within the meaning of the <i>Private Hospitals Act</i> ; Psychiatric facility within the meaning of the <i>Mental Health Act</i>	8,063	60.9
A person who operates a laboratory or a specimen collection centre as defined in section 5 of the <i>Laboratory and Specimen Collection Centre Licensing Act</i>	1,403	10.6
A person who operates a pharmacy within the meaning of Part VI of the <i>Drug and Pharmacies Regulation Act</i>	809	6.1
A person who operates a centre, program or service for community health or mental health whose primary purpose is the provision of health care	735	5.6
Health care practitioner or a person who operates a group practice of health care practitioners	685	5.2
A Local Health Integration Network (LHIN)	616	4.7
A medical officer of health or a board of health within the meaning of the <i>Health Protection and Promotion Act</i>	218	1.6
The Ontario Agency for Health Protection and Promotion	209	1.6
A person who operates an independent health facility within the meaning of the <i>Independent Health Facilities Act</i>	192	1.5
A municipality that operates an ambulance service within the meaning of the <i>Ambulance Act</i>	96	0.7
A service provider within the meaning of the <i>Home Care and Community Services Act, 1994</i> who provides a community service to which that act applies.	73	0.6
A person who operates a long-term care home within the meaning of the <i>Long-Term Care Homes Act, 2007</i> or a care home within the meaning of the <i>Residential Tenancies Act, 2006</i>	62	0.5
Ontario Air Ambulance Services Corporation	33	0.2
Minister of health, minister of long-term care together within the ministry of the minister if the context so requires	15	0.1
Canadian Blood Services	10	0.1
A person who operates an ambulance service within the meaning of the <i>Ambulance Act</i>	7	0.1
Service provider within the meaning of the <i>Long-Term Care Act, 1994</i> who provides a community service to which that act applies	5	0.0

HEALTH PRIVACY

Type of HIC	Number of breaches	%
An evaluator within the meaning of the <i>Health Care Consent Act, 1966</i> or an assessor within the meaning of the <i>Substitute Decisions Act, 1992</i>	1	0.0
A person who operates a home for special care within the meaning of the <i>Homes for Special Care Act</i>	0	0.0
A placement co-ordinator described in section 40(1) of the <i>Long-Term Care Homes Act, 2007</i>	0	0.0
Total	13,232	100

Health privacy breaches by cause

Stolen personal health information

	Number of breaches	%
Theft was by an internal party (e.g., employee, affiliated health practitioner or electronic service provider)	6	7.3
Theft was by a stranger	76	92.7
Total	82	100

	Number of breaches	%
Theft was the result of a ransomware attack*	1	1.2
Theft was the result of another type of cyberattack**	1	1.2
Unencrypted portable electronic equipment (e.g., USB keys, laptops) was stolen	11	13.4
Paper records were stolen	15	18.3
Theft was a result of something else, by someone else or other items were stolen	54	65.9
Total	82	100

* does not represent all stolen PHI due to ransomware attack reported to the IPC in 2020

** does not represent all stolen PHI due to other type of cyberattack reported to the IPC in 2020

Lost personal health information

	Number of breaches	%
Loss was the result of a ransomware attack*	2	0.9
Loss was the result of another type of cyberattack**	0	0
Unencrypted portable electronic equipment (e.g., USB keys, laptops) was lost	7	3.2

Lost personal health information - continued

	Number of breaches	%
Paper records were lost	192	86.5
Loss was a result of something else or other items were lost	21	9.5
Total	222	100

* does not represent all lost PHI due to ransomware attack reported to the IPC in 2020

** does not represent all lost PHI due to other type of cyberattack reported to the IPC in 2020

Unauthorized use

	Number of breaches	%
Unauthorized use was through electronic systems	516	68.1
Unauthorized use was through paper records	100	13.2
Unauthorized use through other means	142	18.7
Total	758	100

Unauthorized disclosure

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	7,117	58.5
Unauthorized disclosure was through misdirected emails	961	7.9
Unauthorized disclosure was through other means	4,092	33.6
Total	12,170	100

Number of individuals affected

	Stolen personal health information	%	Lost personal health information	%	Used without authority	%	Disclosed without authority	%	Total	%
One Individual	55	67.1	167	75.2	606	80	10,390	85.4	11,218	84.8
2 to 10 individuals	11	13.4	36	16.2	111	14.6	1,458	11.9	1,616	12.2
11 to 50 individuals	11	13.4	12	5.4	27	3.6	263	2.2	313	2.4
51 to 100 individuals	1	1.2	3	1.4	4	0.5	31	0.3	39	0.3
Over 100 individuals	4	4.9	4	1.8	10	1.3	28	0.2	46	0.4
Total	82	100.0	222	100.0	758	100	12,170	100.0	13,232	100

Part X of the *Child, Youth and Family Services Act*

In 2020, service providers subject to Part X of the CYFSA received 7,037 requests for personal information and completed 6,322 requests.

Overall compliance:



Access to personal information – compliance

	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Children and Family Services for York Region	604	604	582	96.4	14	2.3	8	1.3
Children's Aid Society of Toronto	561	353	155	43.9	0	0	198	56.1
Highland Shores Children's Aid	481	429	341	79.5	85	19.8	3	0.7
Halton Children's Aid Society	432	401	216	53.9	168	41.9	17	4.2
Peel Children's Aid	411	383	378	98.7	5	1.3	0	0
Children's Aid Society of Ottawa	316	316	309	97.8	0	0	7	2.2
Simcoe Muskoka Family Connexions	309	133	20	15	6	4.5	107	80.5
Family and Children's Services of the Waterloo Region	251	205	105	51.2	89	43.4	11	5.4
Children's Aid Society of Hamilton	235	231	137	59.3	79	34.2	15	6.5
Family and Children's Services Niagara	228	218	201	92.2	9	4.1	8	3.7
Family and Children's Services of Lanark, Leeds and Grenville	227	227	194	85.5	33	14.5	0	0
Catholic Children's Aid Society of Toronto	213	213	200	93.9	6	2.8	7	3.3
Children's Aid Society of London and Middlesex	190	129	64	49.6	58	45	7	5.4
Durham Children's Aid Society	174	174	107	61.5	1	0.6	66	37.9
Children's Aid Society of Haldimand and Norfolk	173	173	63	36.4	102	59	8	4.6
Windsor-Essex Children's Aid Society	164	164	103	62.8	61	37.2	0	0

Access to personal information – compliance - continued

	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Kawartha Haliburton Children's Aid Society	154	154	148	96.1	0	0	6	3.9
North Eastern Ontario Family and Children's Services	152	152	136	89.5	12	7.9	4	2.6
Children's Aid Society of the District of Thunder Bay	142	142	116	81.7	4	2.8	22	15.5
Catholic Children's Aid Society of Hamilton	136	104	74	71.2	16	15.4	14	13.5
Children's Aid Society of Stormont, Dundas and Glengarry	135	109	105	96.3	3	2.8	1	0.9
Kenora-Rainy River Districts Child and Family Services	112	112	85	75.9	0	0	27	24.1
Brant Family and Children's Services	110	110	18	16.4	0	0	92	83.6
Children's Aid Society of Algoma	105	99	58	58.6	38	38.4	3	3
Valoris pour enfants et adultes de Prescott-Russell	103	103	78	75.7	3	2.9	22	21.4
Children's Aid Society of the Districts of Sudbury and Manitoulin	96	96	76	79.2	6	6.3	14	14.6
Sarnia Lambton Children's Aid Society	95	95	65	68.4	6	6.3	24	25.3
Bruce Grey Child and Family Services	69	69	0	0	69	100	0	0
Family and Children's Services of Frontenac Lennox and Addington	69	69	52	75.4	1	1.4	16	23.2
Chatham Kent Children's Services	58	58	55	94.8	0	0	3	5.2
Family and Children Services of Guelph and Wellington County	56	56	55	98.2	1	1.8	0	0
Family and Children's Services – County of Renfrew	52	48	28	58.3	14	29.2	6	12.5
Children's Aid Society of the District of Nipissing and Parry Sound	42	35	25	71.4	1	2.9	9	25.7
Jewish Family and Child Service of Greater Toronto	40	32	8	25	21	65.6	3	9.4
Children's Aid Society of Oxford County	38	36	29	80.6	4	11.1	3	8.3
Wellkin Child and Youth Mental Wellness	38	38	38	100	0	0	0	0
Family and Children's Services of St. Thomas and Elgin	36	36	28	77.8	5	13.9	3	8.3
Hands (the Family Help Network)	23	23	23	100	0	0	0	0

Access to personal information – compliance - continued

	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Kina Gbezhgomi Child and Family Services	20	20	14	70	3	15	3	15
Native Child and Family Services of Toronto	15	15	0	0	0	0	15	100
Weechi-it-te-win Family Services	15	15	10	66.7	5	33.3	0	0
Niagara Children's Centre	14	14	14	100	0	0	0	0
Nogdawindamin Family and Community Services	14	14	2	14.3	0	0	12	85.7
Haldimand-Norfolk R.E.A.C.H.	13	12	12	100	0	0	0	0
Huron-Perth Children's Aid Society	13	13	0	0	0	0	13	100
Dufferin Child and Family Services	12	10	7	70	3	30	0	0
Dilico Anishinabek Family Care	10	10	10	100	0	0	0	0
Child Development Resource Connection Peel	7	0	0	0	0	0	0	0
Central Toronto Youth Services	7	7	7	100	0	0	0	0
Dnaagdawenmag Binnoojiyyag Child and Family Services	7	7	7	100	0	0	0	0
Connections Early Years Family Centre	6	6	6	100	0	0	0	0
Payukotayno	6	2	1	50	1	50	0	0
Catholic Family Services of Toronto	4	4	2	50	0	0	2	50
Chimo Youth and Family Services Inc.	4	4	4	100	0	0	0	0
Enterphase Child and Family Services	4	4	4	100	0	0	0	0
Kunuwanimano Child and Family Services	4	4	3	75	0	0	1	25
Roberts/Smart Centre	4	4	1	25	3	75	0	0
Catulpa Community Support Services	3	3	3	100	0	0	0	0
Affiliated Services for Children and Youth	2	2	2	100	0	0	0	0
Enaahitig Healing Lodge and Learning Centre	2	2	1	50	1	50	0	0
John Howard Society of London and District	2	2	2	100	0	0	0	0
Kennedy House	2	2	2	100	0	0	0	0
Lutherwood	2	2	2	100	0	0	0	0
Victorian Order of Nurses – Ontario Branch	2	2	2	100	0	0	0	0

Access to personal information – compliance - continued

	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Falconhurst	2	2	0	0	1	50	1	50
Anishinaabe Abinoojii Family Services	1	1	1	100	0	0	0	0
Bridgeway Family Homes	1	1	1	100	0	0	0	0
Broken Arrow Residential Treatment Services	1	1	1	100	0	0	0	0
Community Counselling and Resource Centre Peterborough	1	1	0	0	0	0	1	100
Carpe Diem Treatment Foster Homes	1	1	1	100	0	0	0	0
Laurencrest Youth Services Inc.	1	1	1	100	0	0	0	0
Mackenzie Health	1	1	1	100	0	0	0	0
Rosalie Hall	1	1	1	100	0	0	0	0
The Inn of Windsor	1	1	0	0	1	100	0	0
Thrive Child and Youth Trauma Services	1	1	1	100	0	0	0	0
Monica Place	1	1	1	100	0	0	0	0
Total	7,037	6,322	4,602	72.8	938	14.8	782	12.4

* service providers that received zero requests for personal information were not included in this report

Requests for personal information – outcome

Outcome	Total
Full access provided	3,287
Partial access provided: provisions applied to deny access	1,887
Partial access provided: no record exists or cannot be found	49
Partial access provided: record outside of Part X	307
Partial access provided, other reasons	454
No access provided: provisions applied to deny access	78
No access provided: no record exists or cannot be found	217
No access provided: record outside of Part X	113
Other completed requests (e.g., withdrawn or never accessed)	591
Total requests	6,983
Total requests denied access in whole or in part where a provision of Part X was applied	1,965

Provisions applied to deny access

Provisions	Total
Legal privilege	358
Other acts or court order	248
Proceedings that have not been concluded	35
Risk of harm	75
Identification of an individual (required by law)	1,342
Identification of an individual (in confidence)	774
Frivolous or vexatious	1
Total requests	2,833

Correction of personal information – compliance

In 2020, service providers subject to Part X of CYFSA received 72 requests for correction of personal information and completed 71 requests.

Overall compliance:



Corrections requests compliance*

Institution name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Children and Family Services for York Region	16	16	15	93.8	0	0	1	6.3
Children's Aid Society of Ottawa	6	6	6	100	0	0	0	0
Simcoe Muskoka Family Connexions	5	4	3	75	0	0	1	25
Children's Aid Society of Hamilton	4	4	4	100	0	0	0	0
Children's Aid Society of London and Middlesex	4	4	3	75	1	25	0	0
Children's Aid Society of Toronto	4	4	4	100	0	0	0	0
Kawartha Haliburton	4	4	3	75	0	0	1	25
Children's Aid Society								
Peel Children's Aid	4	2	2	100	0	0	0	0
Children's Aid Society of Algoma	3	3	3	100	0	0	0	0
Bruce Grey Child and Family Services	2	2	0	0	2	100	0	0
Catholic Children's Aid	2	2	2	100	0	0	0	0
Society of Toronto								
Children's Aid Society of Stormont, Dundas and Glengarry	2	2	1	50	1	50	0	0
Family and Children's Services – County of Renfrew	2	2	1	50	0	0	1	50
Family and Children's Services of Lanark, Leeds and Grenville	2	2	2	100	0	0	0	0

Corrections requests compliance* - continued

	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Halton Children's Aid Society	2	2	1	50	1	50	0	0
Affiliated Services for Children and Youth	1	1	1	100	0	0	0	0
Dilico Anishinabek Family Care	1	1	1	100	0	0	0	0
Durham Children's Aid Society	1	1	1	100	0	0	0	0
Family and Children's Services of the Waterloo Region	1	1	0	0	0	0	1	100
Huron-Perth Children's Aid Society	1	1	1	100	0	0	0	0
Sarnia Lambton Children's Aid Society	1	1	1	100	0	0	0	0
Children's Aid Society of Haldimand and Norfolk	1	1	1	100	0	0	0	0
Children's Aid Society of Oxford County	1	1	1	100	0	0	0	0
Children's Aid Society of The District of Thunder Bay	1	1	1	100	0	0	0	0
Children's Aid Society of the Districts of Sudbury and Manitoulin	1	1	0	0	0	0	1	100
Jewish Family and Child Service of Greater Toronto	0	2	0	0	2	100	0	0
Total	72	71	58	81.7	7	9.9	6	8.5

* service providers that received zero requests for correction of personal information were not included in this report

Correction requests – outcome

Outcome	Total
Correction requests received	72
Correction(s) made in whole	27
Correction(s) made in part	13
Correction(s) refused	16
Correction(s) withdrawn by requester	15
Number of correction requests with statements of disagreement attached where corrections were refused in whole or in part	13
Number of times notifications sent	1

Privacy breaches under Part X of CYFSA

Service providers under Part X of the CYFSA experienced 588 privacy breaches in 2020.

Privacy breaches by service provider type

	Number of breaches	%
Children's aid society	505	85.9
Indigenous child well-being society	60	10.2
Residential services licensee	9	1.5
Adoption licensee	0	0
Youth justice services	0	0
Children's developmental services	0	0
Community support services	3	0.5
Ministry of Children, Community and Social Services	2	0.3
Health information custodian under the <i>Personal Health Information Protection Act</i>	6	1.0
Other	3	0.5
Total	588	100

Privacy breach statistics by type of breach

Stolen personal information

	Number of breaches	%
Theft was by an internal party (e.g., employee, affiliated practitioner or electronic service provider)	2	28.6
Theft was by a stranger	5	71.4
Total	7	100

	Number of breaches	%
Theft was the result of a ransomware attack	2	28.6
Theft was the result of another type of cyberattack	0	0
Unencrypted portable electronic equipment (e.g., USB keys, laptops) was stolen	1	14.3
Paper records were stolen	3	42.9
Theft was a result of something else, by someone else or other items were stolen	1	14.3
Total	7	100

Lost personal information

	Number of Breaches	%
Loss was the result of a ransomware attack	0	0
Loss was the result of another type of cyberattack	0	0
Unencrypted portable electronic equipment (e.g., USB keys, laptops) was lost	0	0
Paper records were lost	17	56.7
Loss was a result of something else or other items were lost	13	43.3
Total	30	100

Unauthorized use

	Number of Breaches	%
Unauthorized use was through electronic systems	17	63
Unauthorized use was through paper records	3	11.1
Unauthorized use through other means	7	25.9
Total	27	100

Unauthorized disclosure

	Number of Breaches	%
Unauthorized disclosure was through misdirected faxes	55	10.5
Unauthorized disclosure was through misdirected emails	290	55.3
Unauthorized disclosure was through other means	179	34.2
Total	524	100

Number of individuals affected

	Stolen personal information	%	Lost personal information	%	Used without authority	%	Disclosed without authority	%	Total	%
One individual	1	14.3	11	36.7	11	40.7	236	45	259	44.1
2 to 10 individuals	4	57.1	18	60	14	51.9	271	51.7	307	52.2
11 to 50 individuals	2	28.6	0	0	2	7.4	13	2.5	17	2.9
51 to 100 individuals	0	0	0	0	0	0	2	0.4	2	0.3
Over 100 individuals	0	0	1	3.3	0	0	2	0.4	3	0.5
Total	7	100	30	100	27	100	524	100	588	100

IPC tribunal statistics

Access appeals 2020 vs. 2019

	Provincial	%	Municipal	%	Total
Opened 2020	815	58.5	579	41.5	1,394
Opened 2019	568	39.9	853	60.1	1,421

	Provincial	%	Municipal	%	Total
Closed 2020	691	60.8	445	39.2	1,136
Closed 2019	580	43.2	762	56.8	1,342

Appeals opened 2016-2020

	Provincial	Municipal	Total
2016	736	687	1,423
2017	604	788	1,392
2018	628	814	1,442
2019	568	853	1,421
2020	815	579	1,394

Appeals opened 2020

	Provincial	%	Municipal	%	Total	%
General records	681	48.9	440	31.6	1,121	80.4
Personal information	134	9.6	139	10.0	273	19.6
Total	815	58.5	579	41.5	1,394	100

Access appeals resolved at intake, mediation, and adjudication

Stage		%
Mediation	696	61.3
Adjudication	287	25.3
Intake	153	13.5
Total	1,136	100

APPEALS

Issues in appeals opened 2020

	Provincial	%	Municipal	%	Total	%
Exemptions only	175	12.6	250	17.9	425	30.5
Third party	375	26.9	48	3.4	423	30.3
Reasonable search	60	4.3	69	5.0	129	9.3
Deemed refusal	66	4.7	35	2.5	101	7.3
Act does not apply	49	3.5	38	2.7	87	6.2
Exemptions with other Issues	26	1.9	51	3.7	77	5.5
Other	20	1.4	33	2.4	53	3.8
Time extension	11	0.8	13	0.9	24	1.7
Interim decision	13	0.9	5	0.4	18	1.3
Fee	3	0.2	9	0.7	12	0.9
Frivolous or vexatious	2	0.1	8	0.6	10	0.7
Correction	5	0.4	5	0.4	10	0.7
Custody or control	4	0.3	4	0.3	8	0.6
Failure to disclose	3	0.2	4	0.3	7	0.5
Fee and fee waiver	3	0.2	4	0.3	7	0.5
Inadequate decision	0	0.0	2	0.1	2	0.1
Fee waiver	0	0.0	1	0.1	1	0.1
Total	815	58.5	579	41.5	1,394	100

Outcome of appeals closed by order 2020

Outcome	Provincial	%	Municipal	%	Total	%
Head's decision upheld	52	25.2	56	27.2	108	52.4
Head's decision partially upheld	36	17.5	22	10.7	58	28.2
Head's decision not upheld	13	6.3	27	13.1	40	19.4
Total	101	49.0	105	51.0	206	100

Privacy Complaints and Self-Reported Breaches

Privacy complaints and self-reported breaches opened (municipal/provincial) 2015-2020

	Provincial	Municipal	Total
2020	113	195	308
2019	164	196	360
2018	134	172	306
2017	110	158	268
2016	119	160	279
2015	108	166	274

Privacy complaints and self-reported breaches closed (municipal/provincial) 2015-2020

	Provincial	Municipal	Total
2020	80	124	204
2019	162	186	348
2018	109	148	257
2017	114	159	273
2016	1039	153	256
2015	108	163	271

Privacy complaints and self-reported breaches closed by type of resolution 2020

	Intake	%	Investigation	%	Total	%
Resolved	131	64.2	0	0.0	131	64.2
Screened out	43	21.1	0	0	43	21.1
Withdrawn	19	9.3	0	0.0	19	9.3
Abandoned	7	3.4	0	0.0	7	3.4
Report	1	0.5	3	1.5	4	2.0
Total	201	98.5	3	1.5	204	100

PRIVACY

Issues in privacy complaints and self-reported breaches closed 2020*

Issue	Provincial	%	Municipal	%	Total	%
Disclosure	41	29.9	65	47.5	106	77.4
Security	4	2.9	6	4.4	10	7.3
Collection	2	1.5	6	4.4	8	5.8
General privacy issue	2	1.5	6	4.4	8	5.8
Access	1	0.7	3	2.2	4	2.9
Retention	0	0.0	1	0.7	1	0.7
Total	50	36.5	87	63.5	137	100

*Does not include screened out, withdrawn or abandoned complaints

Self-reported health privacy breaches by cause 2020

Issue		%
Misdirected or lost personal health information	216	41.0
General unauthorized correction, use or disclosure	125	23.7
Snooping	106	20.1
Stolen personal health information	32	6.1
Unsecured records	14	2.7
Lost or stolen mobile devices	12	2.3
Cyberattack	12	2.3
Ransomware	10	1.9
Total	527	100

Types of health privacy files opened in 2020

Issue		%
Access/correction complaint	191	20.3
Collection/use/disclosure complaint	179	19.1
IPC initiated collection/use/disclosure complaint	42	4.5
Self-reported breach	527	56.1
Total	939	100

Health privacy files resolved by stage in 2020

		%
Intake/early resolution	497	79.14
Mediation/investigation	74	11.78
Adjudication	57	9.08
Total	628	100

Outcome of health privacy files closed in 2020

		%
Resolved	452	72
Decision issued*	52	8
Screened out	50	8
Withdrawn	43	7
Abandoned	29	5
Dismissed without order/decision	2	0
Total	628	100

* The number of files closed by a Decision is greater than the number of Decisions issued under PHIPA. One decision, PHIPA Decision 136, closed 29 files. In 2020, the IPC issued 32 PHIPA Decisions, including interim and reconsideration decisions.

Self-reported CYFSA privacy breaches by cause 2020

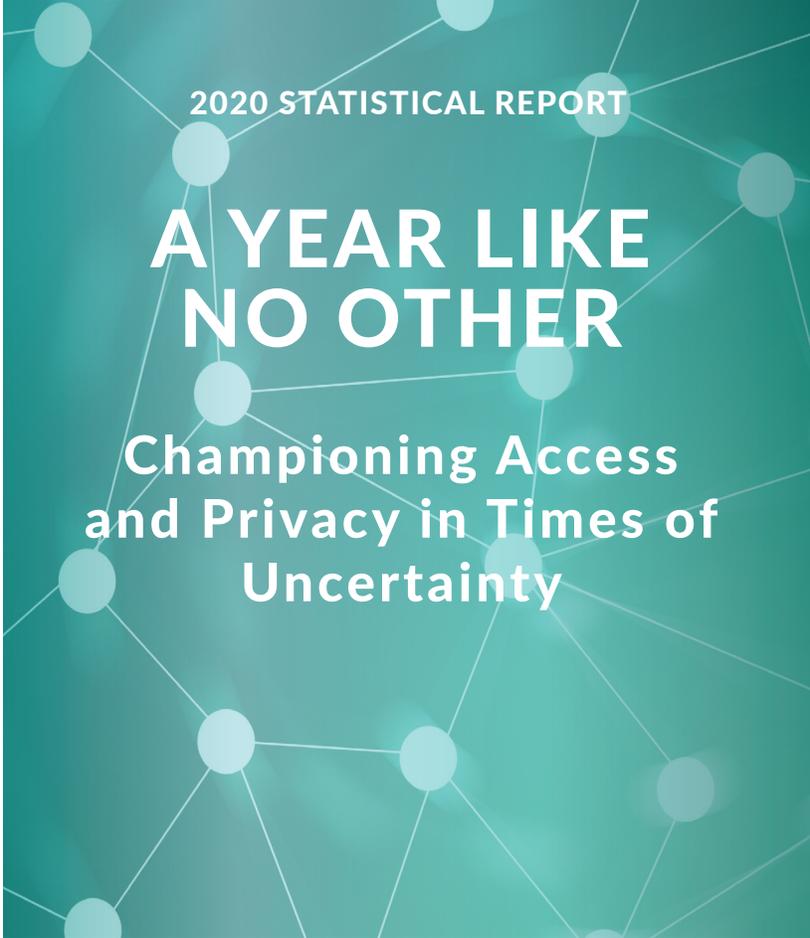
Privacy issues		%
Misdirected or lost personal information	36	40.9
General unauthorized collection, use or disclosure	36	40.9
Snooping	8	9.1
Stolen personal information	3	3.4
Cyberattack	3	3.4
Lost or stolen mobile devices	2	2.3
Grand total	88	100

CYFSA files

Issue		%
Reported breach	88	57.5
Access/correction complaint	31	20.3
Collection/use/disclosure complaint	27	17.7
IPC initiated collection/use/disclosure complaint	7	4.6
Total	153	100

Outcome of CYFSA files closed in 2020

Outcome	Intake/early resolution	%	Mediation	%	Total	%
Resolved	42	76.4	1	1.8	43	78.2
Screened out	8	14.6	0	0	8	14.6
Withdrawn	4	7.3	0	0	4	7.3
Total	54	98.2	1	1.8	55	100



2020 STATISTICAL REPORT

A YEAR LIKE NO OTHER

Championing Access
and Privacy in Times of
Uncertainty

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