



BEYOND IMAGINATION: PLANNING FOR ONTARIANS' DIGITAL FUTURE

2023 Statistical Report

Advocacy
Responsiveness
Accountability



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 66,422 freedom of information (FOI) requests filed across Ontario in 2023, nearly a 14 per cent increase over 2022, when 58,461 were filed.

Total FOI requests filed by jurisdiction and records type

	Personal information	General records	Total
Municipal	22,546	16,638	39,184
Provincial	11,536	15,702	27,238
Total	34,082	32,340	66,422

Total FOI requests completed by jurisdiction and records type

	Personal information	General records	Total
Municipal	21,955	15,993	37,948
Provincial	10,856	20,126	30,982
Total	32,811	36,119	68,930

Total FOI requests completed by source and jurisdiction

Source	Municipal	Provincial	Total
Individual/public	24,301	7,090	31,391
Individual by agent	7,855	7,237	15,092
Business	3,168	14,551	17,719
Government (all levels)	1,075	140	1,215
Other	546	198	744
Association/group	452	361	813
Media	412	1,145	1,557
Academic/researcher	139	260	399
Total	37,948	30,982	68,930

Outcome of requests by jurisdiction

Outcome	Municipal	Provincial	Total
All information disclosed	7,877	7,003	14,880
Information disclosed in part	19,459	12,550	32,009
No information disclosed	5,172	2,688	7,860
No responsive records exist	3,140	6,390	9,530
Request withdrawn, abandoned or non-jurisdictional	2,401	2,384	4,785
Total	38,049	31,015	69,064

Total fees collected and waived by jurisdiction

	Municipal	Provincial	Total
Total application fees collected	\$183,683.56	\$132,188.51	\$315,872.07
Total additional fees collected	\$307,727.88	\$303,059.06	\$610,786.94
Total	\$491,411.44	\$435,247.57	\$926,659.01
Total fees waived	\$97,549.22	\$39,025.63	\$136,574.85

Average cost of municipal requests

	2019	2020	2021	2022	2023
Personal information	\$9.50	\$8.66	\$7.62	\$6.92	\$6.38
General records	\$26.05	\$23.61	\$24.86	\$24.23	\$21.97

Average cost of provincial requests

	2019	2020	2021	2022	2023
Personal information	\$9.76	\$7.90	\$6.37	\$5.02	\$5.08
General records	\$38.50	\$59.73	\$36.26	\$13.18	\$18.88

Provincial compliance

30-day:

67.2%

Extended:

74.8%

Over 90 days:

22.0%

Provincial institutions that received the most requests in 2023

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Ministry of the Solicitor General	8,241	7,670	6,250	81.5	90.8	338	4.4
Ministry of the Environment, Conservation and Parks	7,532	12,620	5,712	45.3	49.9	5,962	47.2
Ministry of Children, Community and Social Services	3,957	3,907	3,541	90.6	92.7	87	2.2
Ministry of Labour, Immigration, Training and Skills Development	982	966	841	87.1	92.4	35	3.6
Ministry of Transportation	894	754	653	86.6	92.7	48	6.4
Ministry of Public and Business Service Delivery	601	569	511	89.8	93.7	16	2.8
Workplace Safety and Insurance Board	393	391	367	93.9	100	7	1.8
Ministry of the Attorney General	399	305	262	85.9	97.7	4	1.3
Ministry of Health	255	231	113	48.9	86.1	39	16.9
Ministry of Municipal Affairs and Housing	305	213	116	54.5	72.3	50	23.5

* 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.

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

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Ministry of the Solicitor General	8,241	7,670	6,250	81.5	90.8	338	4.4
Ministry of the Environment, Conservation and Parks	7,532	12,620	5,712	45.3	49.9	5,962	47.2
Ministry of Children, Community and Social Services	3,957	3,907	3,541	90.6	92.7	87	2.2
Ministry of Labour, Immigration, Training and Skills Development	982	966	841	87.1	92.4	35	3.6
Ministry of Transportation	894	754	653	86.6	92.7	48	6.4
Ministry of Public and Business Service Delivery	601	569	511	89.8	93.7	16	2.8

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

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Ministry of the Attorney General	399	305	262	85.9	97.7	4	1.3
Workplace Safety and Insurance Board	393	391	367	93.9	100	7	1.8
Ministry of Municipal Affairs and Housing	305	213	116	54.5	72.3	50	23.5
Ministry of Health	255	231	113	48.9	86.1	39	16.9
The Cabinet Office	233	183	138	75.4	95.6	7	3.8
Ministry of Natural Resources and Forestry	193	166	86	51.8	78.9	22	13.3
Ministry of Finance	151	94	59	62.8	93.6	12	12.8
Ministry of Colleges and Universities	145	142	109	76.8	98.6	9	6.3
LCBO	123	128	120	93.8	96.1	4	3.1
Ministry of Education	111	105	78	74.3	99	1	1
Metrolinx	88	75	42	56	98.7	8	10.7
Alcohol and Gaming Commission of Ontario	83	73	60	82.2	94.5	5	6.8
Ministry of Infrastructure	77	23	8	34.8	87	5	21.7
Infrastructure Ontario	65	54	12	22.2	22.2	17	31.5
Ontario Human Rights Commission	59	59	55	93.2	100	0	0
Ontario Lottery and Gaming Corporation	59	58	45	77.6	93.1	7	12.1
Legal Aid Ontario	58	59	44	74.6	98.3	1	1.7
Pay Equity Commission	52	51	51	100	100	0	0
Ontario Health	51	47	29	61.7	100	2	4.3
Financial Services Regulatory Authority of Ontario	44	39	17	43.6	100	6	15.4
Ministry of Mines	44	37	26	70.3	78.4	2	5.4
Ministry of Economic Development, Job Creation and Trade	38	25	11	44	100	2	8
Treasury Board Secretariat	37	40	21	52.5	95	2	5
Ministry of Long-Term Care	36	28	14	50	71.4	9	32.1
Ontario Ministry of Agriculture, Food and Rural Affairs	34	37	22	59.5	100	6	16.2
Ministry of Energy	34	31	13	41.9	100	10	32.3
Special Investigation Unit	30	27	21	77.8	88.9	2	7.4
Landlord and Tenant Board	24	25	20	80	92	0	0
Ministry of Indigenous Affairs	23	11	9	81.8	90.9	2	18.2
The Niagara Parks Commission	21	18	17	94.4	94.4	0	0

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

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Ministry of Tourism, Culture and Sport	20	20	8	40	100	7	35
Ontario Power Generation Inc.	18	23	14	60.9	100	3	13
Ontario Securities Commission	18	21	9	42.9	85.7	3	14.3
Niagara Escarpment Commission	18	17	9	52.9	82.4	2	11.8
Independent Electricity System Operator	17	17	7	41.2	88.2	3	17.6
Ontario Parole Board	15	15	15	100	100	0	0
iGaming Ontario	14	12	9	75	100	1	8.3
Ministry of Citizenship and Multiculturalism	14	10	9	90	90	0	0
ORNGE	10	6	2	33.3	100	0	0
Ontario Energy Board	9	9	6	66.7	100	1	11.1
Office of the Independent Police Review Director	9	8	7	87.5	100	0	0
Ministry of Northern Development	8	8	8	100	100	0	0
Royal Ontario Museum	8	6	4	66.7	100	0	0
Ministère des Affaires francophones	7	8	2	25	100	4	50
Ministry for Seniors and Accessibility	7	6	6	100	100	0	0
Education Quality and Accountability Office	6	6	6	100	100	0	0
Ontario Science Centre	6	3	1	33.3	100	1	33.3
Workplace Safety and Insurance Appeals Tribunal	5	5	5	100	100	0	0
Human Rights Tribunal of Ontario	5	4	2	50	75	1	25
Licence Appeal Tribunal	4	4	2	50	100	0	0
Invest Ontario	4	3	3	100	100	0	0
Ontario Agency for Health Protection and Promotion	3	4	3	75	75	0	0
South West Local Health Integration Network	3	3	2	66.7	100	0	0
Ministry of Intergovernmental Affairs	3	3	1	33.3	100	0	0
Toronto Central Local Health Integration Network	3	3	3	100	100	0	0
Huron Superior Catholic District School Board	2	2	2	100	100	0	0
Ministry of Red Tape Reduction	2	2	2	100	100	0	0
Ontario Trillium Foundation	2	2	2	100	100	0	0
Assessment Review Board	2	1	0	0	100	1	100
Ontario Civilian Police Commission	1	3	0	0	66.7	1	33.3

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

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Central East Local Health Integration Network	1	1	1	100	100	0	0
Central Local Health Integration Network	1	1	1	100	100	0	0
Consent and Capacity Board	1	1	1	100	100	0	0
Home and Community Care Support Services Erie St. Clair	1	1	1	100	100	0	0
Home and Community Care Support Services Hamilton Niagara Haldimand Brant	1	1	1	100	100	0	0
Ontario Arts Council Conseil des arts de l'Ontario	1	1	1	100	100	0	0
Ontario Place Corporation	1	1	0	0	0	0	0
Patient Ombudsman	1	1	1	100	100	0	0
Science North	1	1	0	0	100	0	0
Social Benefits Tribunal	1	1	1	100	100	0	0
Ontario Creates	0	2	0	0	0	2	100
Total	25,725	29,507	19,650	66.6	73.8	6,757	22.9

* 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.

Response rate compliance (hospitals)

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
North Shore Health Network	141	141	132	93.6	100	0	0
Brant Community Healthcare System	49	49	47	95.9	100	0	0
Hôpital de Smooth Rock Falls Hospital	49	49	49	100	100	0	0
The Ottawa Hospital	32	30	29	96.7	100	0	0
Southlake Regional Health Centre	32	25	14	56	100	5	20
Chatham-Kent Health Alliance	31	29	28	96.6	96.6	0	0
Kingston Health Sciences Centre	30	30	26	86.7	86.7	0	0
Royal Victoria Regional Health Centre	28	28	28	100	100	0	0
Lakeridge Health	26	20	12	60	60	0	0
London Health Sciences Centre	22	22	18	81.8	90.9	1	4.5
The University Health Network	21	19	15	78.9	89.5	0	0
The Hospital for Sick Children	19	17	15	88.2	100	0	0
Trillium Health Partners	16	15	12	80	93.3	0	0
Windsor Regional Hospital	14	14	0	0	100	0	0
Grand River Hospital	13	15	10	66.7	100	0	0
Children's Hospital of Eastern Ontario	13	13	7	53.8	53.8	0	0

Response rate compliance (hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Oak Valley Health	13	13	13	100	100	0	0
Niagara Health	13	7	5	71.4	71.4	0	0
William Osler Health System	12	12	10	83.3	91.7	1	8.3
Unity Health Toronto	11	10	9	90	100	0	0
Hôpital Montfort	10	10	6	60	60	1	10
Humber River Hospital	8	8	2	25	87.5	0	0
St. Joseph's Healthcare Hamilton	8	8	8	100	100	0	0
Sunnybrook Health Sciences Centre	8	8	6	75	75	0	0
Sinai Health	8	7	5	71.4	100	0	0
Scarborough Health Network	7	8	6	75	100	1	12.5
Guelph General Hospital	7	7	5	71.4	100	0	0
Health Sciences North	7	6	6	100	100	0	0
Alexandra Marine and General Hospital	6	6	6	100	100	0	0
Collingwood General and Marine Hospital	6	6	6	100	100	0	0
Cornwall Community Hospital	6	5	5	100	100	0	0
Headwaters Health Care Centre	5	5	2	40	100	3	60
West Haldimand General Hospital	5	5	5	100	100	0	0
Bruyère Continuing Care	5	3	3	100	100	0	0
North Bay Regional Health Centre	4	5	5	100	100	0	0
Mackenzie Health - All sites	4	4	4	100	100	0	0
North York General Hospital	4	4	3	75	100	0	0
Thunder Bay Regional Health Sciences Centre	4	4	2	50	100	0	0
Waypoint Centre for Mental Health Care	4	4	3	75	100	0	0
Royal Ottawa Health Care Group	4	3	2	66.7	100	0	0
Almonte General Hospital / Fairview Manor	3	3	3	100	100	0	0
Cambridge Memorial Hospital	3	3	3	100	100	0	0
Carleton Place and District Memorial Hospital	3	3	3	100	100	0	0
Norfolk General Hospital	3	3	2	66.7	100	0	0
Pembroke Regional Hospital	3	3	3	100	100	0	0
Quinte Health Care	3	3	2	66.7	100	0	0
Renfrew Victoria Hospital	3	3	3	100	100	0	0
St. Mary's General Hospital	3	3	3	100	100	0	0

Response rate compliance (hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Toronto Grace Health Centre	3	3	2	66.7	100	0	0
Winchester District Memorial Hospital	3	3	3	100	100	0	0
Halton Healthcare Services Corp	3	2	2	100	100	0	0
Women's College Hospital	3	2	2	100	100	0	0
Arnprior Regional Health	2	2	1	50	50	0	0
Baycrest	2	2	2	100	100	0	0
Brockville General Hospital	2	2	2	100	100	0	0
Clinton Public Hospital Site	2	2	0	0	100	0	0
Dryden Regional Health Centre	2	2	2	100	100	0	0
Georgian Bay General Hospital	2	2	2	100	100	0	0
Haliburton Highlands Health Services Corporation	2	2	1	50	0	0	0
Kemptville District Hospital	2	2	2	100	100	0	0
Lennox & Addington County General Hospital	2	2	2	100	100	0	0
Manitoulin Health Centre	2	2	2	100	100	0	0
Middlesex Hospital Alliance	2	2	1	50	100	0	0
Northumberland Hills Hospital	2	2	2	100	100	0	0
Seaforth Community Hospital Site	2	2	0	0	100	0	0
South Bruce Grey Health Centre	2	2	2	100	100	0	0
St. Francis Memorial Hospital	2	2	2	100	100	0	0
St. Joseph's Health Care London	2	2	2	100	100	0	0
St. Mary's Memorial Hospital Site	2	2	0	0	100	0	0
Stevenson Memorial Hospital	2	2	1	50	50	0	0
Stratford General Hospital Site	2	2	0	0	100	0	0
Timmins & District Hospital	2	2	1	50	100	0	0
Michael Garron Hospital	2	1	1	100	100	0	0
Alexandra Hospital	1	1	1	100	100	0	0
Anson General Hospital	1	1	1	100	100	0	0
Atikokan General Hospital	1	1	1	100	100	0	0
Centre for Addiction and Mental Health (CAMH)	1	1	1	100	100	0	0
Deep River and District Hospital	1	1	1	100	100	0	0
Geraldton District Hospital	1	1	1	100	100	0	0
Groves Memorial Community Hospital	1	1	0	0	0	0	0

Response rate compliance (hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Hanover & District Hospital	1	1	1	100	100	0	0
Hôpital Notre-Dame Hospital Hearst	1	1	1	100	100	0	0
Hôtel-Dieu Shaver Health and Rehabilitation Centre	1	1	1	100	100	0	0
Joseph Brant Hospital	1	1	1	100	100	0	0
Kirkland and District Hospital	1	1	1	100	100	0	0
Lake of the Woods District Hospital	1	1	1	100	100	0	0
North Wellington Health Care	1	1	0	0	0	0	0
Ontario Shores Centre for Mental Health Sciences	1	1	1	100	100	0	0
Providence Care - Hospital	1	1	1	100	100	0	0
Shouldice Hospital	1	1	1	100	100	0	0
Tillsonburg District Memorial Hospital	1	1	1	100	100	0	0
University of Ottawa Heart Institute	1	1	1	100	100	0	0
Weeneebayko Area Health Authority	1	1	0	0	0	1	100
West Nipissing General Hospital	1	1	1	100	100	0	0
West Parry Sound Health Centre	1	1	1	100	100	0	0
Woodstock Hospital	1	1	1	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	0	2	2	100	100	0	0
Total	806	774	650	84	94.7	13	1.7

* 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	%	With time extension %*	Over 90 days	%
University of Toronto	92	88	68	77.3	98.9	1	1.1
The Fanshawe College of Applied Arts and Technology	70	59	51	86.4	89.8	1	1.7
University of Ottawa	55	56	35	62.5	94.6	3	5.4
McMaster University	53	56	51	91.1	100	1	1.8
University of Waterloo	50	53	14	26.4	100	21	39.6
University of Western Ontario	46	46	38	82.6	97.8	0	0
Fleming College	38	50	47	94	100	0	0
Queen's University	33	32	27	84.4	100	0	0
Toronto Metropolitan University	25	23	15	65.2	95.7	0	0
Loyalist College of Applied Arts and Technology	23	25	18	72	72	1	4

Response rate compliance (colleges and universities) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Carleton University	22	22	16	72.7	100	0	0
Canadore College	21	20	19	95	95	0	0
Seneca Polytechnic	18	18	14	77.8	88.9	0	0
Brock University	17	17	17	100	100	0	0
The Durham College of Applied Arts and Technology	12	11	11	100	100	0	0
University of Guelph	11	10	2	20	100	6	60
Laurentian University	11	7	1	14.3	100	0	0
Humber College Institute of Technology and Advanced Learning	10	11	10	90.9	100	0	0
Wilfrid Laurier University	10	11	7	63.6	100	0	0
Algonquin College	8	8	7	87.5	87.5	0	0
York University	8	7	6	85.7	100	0	0
University of Ontario Institute of Technology	8	4	3	75	100	0	0
St. Lawrence College of Applied Arts and Technology	7	7	7	100	100	0	0
University of Windsor	7	7	5	71.4	71.4	0	0
George Brown College	6	6	6	100	100	0	0
Trent University	5	7	6	85.7	100	0	0
Northern Ontario School of Medicine University	5	6	5	83.3	100	1	16.7
Mohawk College	5	4	3	75	100	0	0
St. Clair College of Applied Arts & Technology	4	4	3	75	75	0	0
The Conestoga College Institute of Technology and Advanced Learning	4	4	3	75	100	0	0
Niagara College	3	3	3	100	100	0	0
The Sheridan College Institute of Technology and Advanced Learning	3	3	3	100	100	0	0
Lakehead University	3	2	2	100	100	0	0
Cambrian College	2	2	2	100	100	0	0
Collège La Cité	2	2	2	100	100	0	0
Nipissing University	2	2	1	50	100	0	0
OCAD University	2	2	2	100	100	0	0
The Lambton College of Applied Arts & Technology	2	2	2	100	100	0	0

Response rate compliance (colleges and universities) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Centennial College	2	1	1	100	100	0	0
Northern College	1	2	1	50	50	0	0
College Boreal	1	1	1	100	100	0	0
Total	707	701	535	76.3	96.1	35	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.

Municipal compliance

30-day: 80.2% | **Extended: 85.3%** | **Over 90 days: 3%**

Municipal institutions that received the highest number of requests in 2023

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Toronto Police Service	4,984	4,790	3,719	77.6	78.2	361	7.5
City of Toronto	3,073	2,819	1,453	51.5	59.5	58	2.1
York Regional Police	2,273	2,160	1,015	47	47	4	0.2
Halton Regional Police Service	2,000	1,881	1,589	84.5	86	6	0.3
Durham Regional Police Service	1,924	1,876	1,737	92.6	99.9	1	0.1
Peel Regional Police	1,517	1,517	1,517	100	100	0	0
Waterloo Regional Police Service	1,301	1,402	1,206	86	87.3	102	7.3
Hamilton Police Service	1,410	1,389	1,270	91.4	94.9	0	0
Niagara Regional Police Service	1,232	1,205	1,153	95.7	99	11	0.9
City of Mississauga	1,076	1,077	992	92.1	94.2	5	0.5

* 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	%	With time extension %*	Over 90 days	%
District School Board of Niagara	349	348	333	95.7	98.6	1	0.3
St. Clair Catholic District School Board	177	177	177	100	100	0	0
Toronto District School Board	115	103	50	48.5	96.1	24	23.3
Dufferin-Peel Catholic District School Board	85	74	61	82.4	97.3	0	0
Thames Valley District School Board	41	40	26	65	70	0	0
Ottawa-Carleton District School Board	41	37	18	48.6	100	0	0
York Region District School Board	39	39	23	59	100	1	2.6
Peel District School Board	34	34	23	67.6	91.2	1	2.9
Simcoe Muskoka Catholic District School Board	33	33	22	66.7	100	10	30.3
Halton Catholic District School Board	30	27	14	51.9	59.3	2	7.4

Response rate compliance (school boards) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Durham District School Board	28	24	21	87.5	100	2	8.3
Conseil des écoles publiques de l'Est de l'Ontario	24	20	20	100	100	0	0
Halton District School Board	19	19	16	84.2	100	0	0
Upper Canada District School Board	19	16	12	75	100	0	0
Waterloo Region District School Board	17	17	7	41.2	70.6	4	23.5
Waterloo Catholic District School Board	16	16	16	100	100	0	0
Hamilton Wentworth District School Board	15	15	13	86.7	100	0	0
Brant Haldimand Norfolk Catholic District School Board	14	14	4	28.6	85.7	6	42.9
Lakehead District School Board (Lakehead Public Schools)	12	12	11	91.7	91.7	0	0
Kawartha Pine Ridge District School Board	12	8	6	75	100	1	12.5
Simcoe County District School Board	11	11	8	72.7	72.7	0	0
Toronto Catholic District School Board	11	10	7	70	90	1	10
Ottawa Catholic District School Board	9	9	9	100	100	0	0
The Northwest Catholic District School Board	9	9	9	100	100	0	0
Algoma District School Board	8	8	6	75	100	0	0
Conseil des écoles catholiques du Centre-Est	7	7	6	85.7	85.7	1	14.3
Greater Essex County District School Board	7	7	7	100	100	0	0
Conseil scolaire du Grand Nord	6	6	3	50	50	3	50
Lambton Kent District School Board	6	6	6	100	100	0	0
Upper Grand District School Board	6	6	6	100	100	0	0
Conseil scolaire Viamonde	5	5	2	40	100	1	20
Grand Erie District School Board	5	5	1	20	100	1	20
District School Board Ontario North East	5	4	4	100	100	0	0
Conseil scolaire public du Nord-Est de l'Ontario	4	4	4	100	100	0	0
Hamilton-Wentworth Catholic District School Board	4	4	2	50	100	0	0
Sudbury Catholic District School Board	4	4	3	75	75	0	0
Algonquin and Lakeshore Catholic District School Board	4	3	2	66.7	100	0	0
Limestone District School Board	4	3	3	100	100	0	0

Response rate compliance (school boards) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Rainbow District School Board	4	3	3	100	100	0	0
Rainy River District School Board	4	3	3	100	100	0	0
Conseil scolaire de district catholique du Nouvel-Ontario	3	3	3	100	100	0	0
Trillium Lakelands District School Board	3	3	3	100	100	0	0
Wellington Catholic District School Board	3	3	0	0	33.3	2	66.7
Durham Catholic District School Board	3	1	1	100	100	0	0
Conseil scolaire de district catholique Franco-Nord	2	2	1	50	100	0	0
London District Catholic School Board	2	2	1	50	50	0	0
Near North District School Board	2	2	1	50	50	0	0
Nipissing-Parry Sound Catholic District School Board	2	2	0	0	100	2	100
Renfrew County Catholic District School Board	2	2	2	100	100	0	0
Renfrew County District School Board	2	2	1	50	50	0	0
Superior-Greenstone District School Board	2	2	0	0	100	0	0
Kenora Catholic District School Board	2	1	1	100	100	0	0
Bluewater District School Board	1	3	1	33.3	100	0	0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	1	2	1	50	100	1	50
Catholic District School Board of Eastern Ontario	1	1	0	0	100	0	0
Conseil scolaire catholique MonAvenir	1	1	1	100	100	0	0
Conseil scolaire de district catholique de l'Est ontarien	1	1	1	100	100	0	0
Conseil scolaire de district catholique des Aurores boréales	1	1	1	100	100	0	0
John McGivney Children's School Authority	1	1	1	100	100	0	0
Thunder Bay Catholic District School Board	1	1	0	0	100	1	100
Windsor-Essex Catholic District School Board	1	1	0	0	100	0	0
Huron-Perth Catholic District School Board	1	0	0	0	0	0	0
Total	1,281	1,227	987	80	95	65	5

* 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	%	With time extension %*	Over 90 days	%
Simcoe Muskoka District Health Unit	48	51	41	80.4	80.4	0	0
Windsor-Essex County Health Unit	18	17	17	100	100	0	0
Wellington Dufferin Guelph Public Health	14	14	14	100	100	0	0
North Bay Parry Sound District Health Unit	11	11	11	100	100	0	0
Public Health Sudbury & Districts	11	11	11	100	100	0	0
Huron Perth Public Health	9	9	9	100	100	0	0
Hastings Prince Edward Public Health	8	8	8	100	100	0	0
Kingston, Frontenac, Lennox, and Addington Public Health	8	8	8	100	100	0	0
Peterborough Public Health	8	8	7	87.5	87.5	0	0
Middlesex-London Health Unit	7	7	7	100	100	0	0
Algoma Public Health	5	5	5	100	100	0	0
Chatham-Kent Board of Health	5	5	3	60	80	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	5	4	4	100	100	0	0
Brant County Health Unit	3	3	3	100	100	0	0
Grey Bruce Public Health	3	3	3	100	100	0	0
Leeds, Grenville & Lanark District Health Unit	1	1	1	100	100	0	0
Northwestern Health Unit	1	1	0	0	0	0	0
Porcupine Health Unit	1	1	1	100	100	0	0
Total	166	167	153	91.6	92.2	0	0

* 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	%	With time extension %*	Over 90 days	%
Toronto Police Service	4,984	4,790	3,719	77.6	78.2	361	7.5
York Regional Police	2,273	2,160	1,015	47	47	4	0.2
Halton Regional Police Service	2,000	1,881	1,589	84.5	86	6	0.3
Durham Regional Police Service	1,924	1,876	1,737	92.6	99.9	1	0.1
Peel Regional Police	1,517	1,517	1,517	100	100	0	0
Hamilton Police Service	1,410	1,389	1,270	91.4	94.9	0	0
Waterloo Regional Police Service	1,301	1,402	1,206	86	87.3	102	7.3
Niagara Regional Police Service	1,232	1,205	1,153	95.7	99	11	0.9

Response rate compliance (police) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
London Police Service	1,025	1,010	795	78.7	99.1	0	0
Windsor Police Service	865	861	712	82.7	91.4	3	0.3
Barrie Police Service	519	490	439	89.6	95.9	0	0
Ottawa Police Service	513	502	133	26.5	26.5	173	34.5
Guelph Police Service	509	519	492	94.8	96.7	2	0.4
Chatham-Kent Police Service	307	307	304	99	99	0	0
Thunder Bay Police Service	288	290	289	99.7	99.7	0	0
Bradford West Gwillimbury / Innisfil Police Services Board	284	277	246	88.8	95.7	0	0
Brantford Police Service	243	252	183	72.6	75	12	4.8
Sarnia Police Service	212	201	146	72.6	95.5	3	1.5
Peterborough Police Service	188	188	185	98.4	98.9	0	0
Strathroy-Caradoc Police Service	181	181	161	89	100	9	5
Woodstock Police Service	170	171	169	98.8	100	0	0
Greater Sudbury Police Service	136	129	123	95.3	95.3	0	0
Cornwall Police Service	127	127	112	88.2	88.2	2	1.6
St. Thomas Police Service	102	90	85	94.4	98.9	1	1.1
Brockville Police Service	84	84	82	97.6	0	0	0
Stratford Police Service	83	76	72	94.7	100	0	0
North Bay Police Service	68	62	35	56.5	58.1	14	22.6
City of Kawartha Lakes Police Service	45	45	45	100	100	0	0
Timmins Police Service	38	38	38	100	100	0	0
Kingston Police Services Board	33	32	30	93.8	93.8	1	3.1
Sault Ste. Marie Police Service	31	31	18	58.1	100	1	3.2
Smiths Falls Police Service	22	22	22	100	100	0	0
Hanover Police Service	22	21	20	95.2	95.2	1	4.8
Saugeen Shores Police Service	21	21	11	52.4	95.2	1	4.8
West Grey Police Service	15	13	13	100	100	0	0
Aylmer Police	10	10	10	100	100	0	0
Gananoque Police Services	6	6	6	100	100	0	0
Deep River Police Services Board	5	4	4	100	100	0	0
Total	22,793	22,280	18,186	81.6	84.6	708	3.2

* 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 (municipal corporations)

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
City of Toronto	3,073	2,819	1,453	51.5	59.5	58	2.1
City of Mississauga	1,076	1,077	992	92.1	94.2	5	0.5
City of Ottawa	1,008	989	679	68.7	80	44	4.4
Region of Peel	313	274	264	96.4	100	2	0.7
Corporation City of London	285	296	276	93.2	100	0	0
York Region	283	215	196	91.2	99.1	6	2.8
City of Markham	237	221	140	63.3	63.3	28	12.7
City of Oshawa	236	229	203	88.6	100	2	0.9
Regional Municipality of Durham	231	208	190	91.3	97.1	0	0
City of Vaughan	227	235	227	96.6	97	2	0.9
City of Brampton	216	211	186	88.2	94.8	7	3.3
The Corporation of the City of Windsor	213	227	130	57.3	58.6	36	15.9
Town of Oakville	199	200	195	97.5	97.5	2	1
The Corporation of the City of Waterloo	199	192	129	67.2	74.5	2	1
City of Greater Sudbury	187	179	141	78.8	81	0	0
City of St. Catharines	182	163	137	84	100	7	4.3
City of Peterborough	169	154	120	77.9	92.2	8	5.2
Town of Georgina	149	151	131	86.8	100	0	0
The Corporation of The City of Brantford	138	142	111	78.2	84.5	8	5.6
Regional Municipality of Waterloo	136	105	77	73.3	96.2	0	0
City of Guelph	133	127	121	95.3	100	0	0
City of Kitchener	132	124	119	96	100	0	0
Municipality of Chatham-Kent	128	117	92	78.6	88.9	6	5.1
City of Burlington	123	106	97	91.5	100	1	0.9
The Corporation of the City of Barrie	122	113	90	79.6	82.3	2	1.8
Town of East Gwillimbury	107	99	98	99	99	0	0
Township of Centre Wellington	105	105	95	90.5	90.5	0	0
City of Clarence-Rockland	104	80	72	90	100	0	0
The Corporation of the City of Welland	98	98	93	94.9	98	0	0
City of Sarnia	97	97	83	85.6	99	1	1
City of Woodstock	94	94	93	98.9	100	0	0
Town of Whitby	93	90	79	87.8	100	0	0
Town of Innisfil	84	84	77	91.7	100	0	0
City of Richmond Hill	82	80	71	88.8	100	3	3.8

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Norfolk County	81	72	71	98.6	98.6	0	0
The Corporation of the City of Sault Ste. Marie	78	78	63	80.8	98.7	2	2.6
The Corporation of the City of Owen Sound	77	72	70	97.2	100	0	0
Municipality of Clarington	72	70	54	77.1	100	3	4.3
Town of Caledon	70	68	57	83.8	97.1	3	4.4
City of Kingston	69	69	60	87	87	0	0
Municipality of Lakeshore	69	68	56	82.4	86.8	1	1.5
City of Niagara Falls	68	64	53	82.8	87.5	1	1.6
Town of Milton	67	66	62	93.9	100	0	0
Owen Sound Police Service	66	66	56	84.8	92.4	3	4.5
City of Thunder Bay	56	58	48	82.8	94.8	3	5.2
City of Pickering	56	56	50	89.3	100	0	0
The Regional Municipality of Halton	55	61	58	95.1	98.4	0	0
Town of Newmarket	54	53	43	81.1	98.1	1	1.9
City of Cambridge	54	49	40	81.6	85.7	1	2
LaSalle Police Service	51	49	24	49	65.3	4	8.2
Corporation of the County of Grey	50	45	42	93.3	93.3	1	2.2
Kawartha Lakes	50	42	35	83.3	100	1	2.4
Corporation of the Town of Ajax	46	48	43	89.6	97.9	1	2.1
The Corporation of the County of Wellington	45	48	31	64.6	100	0	0
City of Stratford	45	46	33	71.7	100	2	4.3
The Corporation of the Township of Seguin	42	43	42	97.7	100	0	0
Corporation of the County of Brant	40	40	40	100	100	0	0
Corporation of the Town of Ingersoll	40	37	34	91.9	100	2	5.4
The Corporation of the Town of Aurora	38	38	36	94.7	100	0	0
Corporation of the Municipality of Tweed	37	32	32	100	100	0	0
County of Simcoe - General Government	36	32	28	87.5	96.9	2	6.3
The Corporation of the County of Lambton	35	34	26	76.5	100	0	0
The Corporation of the City of Thorold	34	27	14	51.9	63	4	14.8
Municipal Property Assessment Corporation	33	31	25	80.6	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
City of Timmins	32	32	9	28.1	100	8	25
Township of Muskoka Lakes	29	33	25	75.8	78.8	0	0
The Corporation of Municipality of Strathroy-Caradoc	29	29	27	93.1	100	0	0
Town of LaSalle	29	22	15	68.2	90.9	0	0
Town of Bradford West Gwillimbury	28	28	27	96.4	100	0	0
The Corporation of the Town of Niagara-on-the-Lake	27	36	10	27.8	30.6	8	22.2
Township of Russell	27	29	24	82.8	100	0	0
County of Oxford	27	27	27	100	100	0	0
Township of Uxbridge	27	27	19	70.4	100	0	0
Township of Scugog	27	25	12	48	76	1	4
Township of Springwater	27	25	24	96	96	0	0
The Corporation of the Town of Cobourg	27	24	17	70.8	95.8	0	0
Town of Halton Hills	25	28	26	92.9	96.4	2	7.1
Town of Whitchurch-Stouffville	25	27	23	85.2	96.3	1	3.7
The Corporation of Haldimand County	25	25	24	96	100	0	0
Town of Orangeville	25	25	24	96	100	0	0
Township of Leeds and the Thousand Islands	25	25	24	96	96	0	0
Town of Fort Erie	25	24	19	79.2	100	0	0
The Corporation of the Town of Grimsby	25	23	15	65.2	95.7	0	0
The Corporation of the County of Prince Edward	24	23	19	82.6	91.3	0	0
Town of Pelham	24	22	18	81.8	100	0	0
Town of Wasaga Beach	24	20	13	65	95	2	10
County of Dufferin	23	23	21	91.3	100	0	0
Corporation of the Municipality of Meaford	22	22	17	77.3	77.3	0	0
Town of New Tecumseth	21	24	22	91.7	91.7	0	0
Corporation of the Town of Gravenhurst	21	21	20	95.2	95.2	0	0
The Township of North Dumfries	21	21	21	100	100	0	0
Township of Minden Hills	21	21	21	100	100	0	0
James	21	20	20	100	100	0	0
Town of Espanola	21	20	20	100	100	0	0
The Corporation of the City of Brockville	20	19	12	63.2	63.2	1	5.3
Town of Huntsville	19	21	11	52.4	57.1	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Municipality of Northern Bruce Peninsula	19	19	19	100	100	0	0
City of Port Colborne	19	18	9	50	100	0	0
Corporation of The Town of St. Marys	18	18	18	100	100	0	0
Corporation of the City of Orillia	18	18	13	72.2	77.8	1	5.6
The Corporation of the Township of Cramahe	17	17	17	100	100	0	0
Town of Tillsonburg	16	16	8	50	50	0	0
Corporation of the City of Pembroke	16	15	9	60	80	0	0
Corporation of the Township of Brock	16	15	15	100	100	0	0
Town of Amherstburg	15	17	13	76.5	100	0	0
Corporation of the Town of Hawkesbury	14	14	12	85.7	92.9	1	7.1
Town of Kapuskasing	14	14	11	78.6	100	0	0
Town of Parry Sound	14	14	10	71.4	78.6	0	0
Town of Penetanguishene	14	14	14	100	100	0	0
Town of Tecumseh	14	14	11	78.6	100	0	0
Town of The Blue Mountains	14	14	8	57.1	92.9	1	7.1
Township of Essa	14	14	13	92.9	100	0	0
Township of Tay	14	14	14	100	100	0	0
Township of Georgian Bay	14	13	10	76.9	100	0	0
The Corporation of the Township of Tiny	14	12	10	83.3	100	0	0
Town of Erin	13	13	9	69.2	100	0	0
Town of South Bruce Peninsula	13	13	9	69.2	69.2	1	7.7
Northumberland County	13	11	9	81.8	100	1	9.1
Town of Collingwood	13	11	9	81.8	100	0	0
Town of Saugeen Shores	12	12	3	25	100	9	75
Town of Mattawa	11	12	12	100	100	0	0
Corporation of the Town of Essex	11	11	9	81.8	100	0	0
The Township of Ramara	11	11	11	100	100	0	0
Township of Bonfield	11	11	11	100	100	0	0
City of St. Thomas	11	10	8	80	100	0	0
Municipality of North Perth	10	10	8	80	80	0	0
The Corporation of the Municipality of West Nipissing	10	10	10	100	100	0	0
Township of Burpee Mills	10	10	10	100	100	0	0
County of Middlesex	10	9	9	100	100	0	0
Middlesex Centre	10	9	7	77.8	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Township of Oro-Medonte	10	9	5	55.6	77.8	2	22.2
Township of Adjala-Tosorontio	9	13	9	69.2	84.6	1	7.7
County of Renfrew	9	9	9	100	100	0	0
Municipality of Thames Centre	9	9	6	66.7	100	0	0
The District Municipality of Muskoka	9	9	9	100	100	0	0
Township of Georgian Bluffs	9	9	8	88.9	100	0	0
Township of Southgate	9	9	9	100	100	0	0
Municipality of Bayham	9	8	8	100	100	0	0
Corporation of the Town of Fort Frances	9	7	5	71.4	100	0	0
Municipality of Callander	9	6	6	100	100	0	0
Corporation of the Township of Douro-Dummer	8	8	6	75	100	0	0
Municipality of Lambton Shores	8	8	5	62.5	100	0	0
The Corporation of the Township of Clearview	8	8	8	100	100	0	0
Town of Kingsville	8	8	5	62.5	75	0	0
Town of Moosonee	8	8	8	100	100	0	0
Town of Shelburne	8	8	8	100	100	0	0
Township of Greater Madawaska	8	8	5	62.5	100	0	0
Township of Tyendinaga	8	8	8	100	100	0	0
Township of Wainfleet	8	8	8	100	100	0	0
Lanark county	8	6	5	83.3	100	0	0
Municipality of North Middlesex	7	7	7	100	100	0	0
Municipality of West Grey	7	7	7	100	100	0	0
The Corporation of the Municipality of Kincardine	7	7	6	85.7	100	0	0
The Corporation of the Town of Bracebridge	7	7	4	57.1	100	0	0
The Corporation of the Town of Perth	7	7	6	85.7	85.7	0	0
Town of Hanover	7	7	5	71.4	100	0	0
Town of Smiths Falls	7	7	5	71.4	100	0	0
Township of Cavan Monaghan	7	7	7	100	100	0	0
Township of Perth East	7	7	6	85.7	100	1	14.3
United Counties of Leeds and Grenville	7	7	7	100	100	0	0
United Counties of Prescott and Russell	7	7	6	85.7	100	0	0
Township of Wilmot	7	6	4	66.7	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Township of North Dundas	6	7	6	85.7	100	1	14.3
County of Perth	6	6	6	100	100	0	0
Municipality of Trent Hills	6	6	5	83.3	83.3	0	0
Municipality of Trent Lakes	6	6	6	100	100	0	0
The Corporation of the Municipality of Brockton	6	6	6	100	100	0	0
The Corporation of the Township of Rideau Lakes	6	6	2	33.3	66.7	0	0
Township of Beckwith	6	6	6	100	100	0	0
Township of Jocelyn	6	6	3	50	50	0	0
Township of Mattice-Val Cote	6	6	6	100	100	0	0
Township of North Stormont	6	6	4	66.7	100	0	0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	6	6	6	100	100	0	0
Township of Whitewater Region	6	6	5	83.3	100	0	0
Town of Arnprior	6	0	0	0	0	0	0
Township of West Lincoln	5	7	5	71.4	100	0	0
Municipality of Mississippi Mills	5	6	5	83.3	100	0	0
Corporation of the County of Essex	5	5	4	80	80	0	0
County of Elgin	5	5	4	80	100	0	0
Municipality of Hastings Highlands	5	5	3	60	100	0	0
Municipality of Magnetawan	5	5	5	100	100	0	0
The Corporation of the Town of Midland	5	5	2	40	100	0	0
Town of Greater Napanee	5	5	5	100	100	0	0
Township of Guelph/Eramosa	5	5	5	100	100	0	0
Township of Huron-Kinloss	5	5	4	80	100	0	0
Township of Puslinch	5	5	5	100	100	0	0
Township of Wellesley	5	5	5	100	100	0	0
County of Bruce	5	4	3	75	75	0	0
County of Hastings	5	4	3	75	100	0	0
Hamilton	5	3	0	0	100	1	33.3
Township of South Glengarry	4	5	4	80	100	0	0
Heather Scott	4	4	4	100	100	0	0
Municipality of South Dundas	4	4	1	25	100	1	25
The Corporation of the Township of North Frontenac	4	4	4	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Town of Blind River	4	4	4	100	100	0	0
Town of Gananoque	4	4	4	100	75	0	0
Town of Hearst	4	4	4	100	100	0	0
Township of Chisholm	4	4	4	100	100	0	0
Township of Madawaska Valley	4	4	2	50	100	0	0
Township of Manitowadge	4	4	4	100	100	0	0
Township of St. Clair	4	4	4	100	100	0	0
Township of Stirling-Rawdon	4	4	4	100	100	0	0
The Corporation of the Township of Lanark Highlands	4	3	1	33.3	100	2	66.7
Municipality of Whitestone	4	2	2	100	100	0	0
Township of North Huron	4	2	2	100	100	0	0
Corporation for the Municipality of Calvin	3	4	3	75	75	1	25
Municipality of South Huron	3	4	3	75	100	0	0
Cathy Ryder	3	3	2	66.7	100	0	0
City of Temiskaming Shores	3	3	3	100	100	0	0
Corporation of the Municipality of French River	3	3	3	100	100	0	0
Corporation of the Township of Algonquin Highlands	3	3	1	33.3	100	0	0
Corporation of the Township of Amaranth	3	3	3	100	100	0	0
Corporation of the Township of Fauquier-Strickland	3	3	3	100	100	0	0
Corporation of the Township of Wellington North	3	3	3	100	100	0	0
County of Lennox & Addington	3	3	3	100	100	0	0
Municipality of St.-Charles	3	3	2	66.7	66.7	0	0
Municipality of West Perth	3	3	3	100	100	0	0
Tay Valley Township	3	3	3	100	100	0	0
The Corporation of the County of Peterborough	3	3	3	100	100	0	0
The Corporation of the Municipality of Bluewater	3	3	2	66.7	100	0	0
The Corporation of the Municipality of Shuniah	3	3	2	66.7	66.7	0	0
Township of Central Frontenac	3	3	3	100	100	0	0
Township of McKellar	3	3	1	33.3	33.3	0	0
Township of Severn	3	3	2	66.7	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
The Corporation of Loyalist Township	3	2	2	100	100	0	0
The Corporation of the City of Elliot Lake	3	2	1	50	100	1	50
Township of Chatsworth	3	2	2	100	100	0	0
Township of Melancthon	2	3	2	66.7	66.7	0	0
Corporation of the City of Dryden	2	2	2	100	100	0	0
Corporation of the Town of Iroquois Falls	2	2	2	100	100	0	0
InnServices Utilities Inc.	2	2	1	50	100	0	0
Municipality of Brighton	2	2	1	50	100	0	0
Municipality of Central Huron	2	2	1	50	100	0	0
Municipality of Oliver Paipoonge	2	2	2	100	100	0	0
Municipality of South Bruce	2	2	2	100	100	0	0
Municipality of West Elgin	2	2	2	100	100	0	0
Municipalité de Casselman	2	2	2	100	100	0	0
The Corporation of the Township of Morley	2	2	0	0	100	2	100
The Corporation of the Township of South-West Oxford	2	2	2	100	100	0	0
The Nation Municipality	2	2	2	100	100	0	0
Town of Carleton Place	2	2	2	100	100	0	0
Town of Cochrane	2	2	2	100	100	0	0
Town of Mono	2	2	2	100	100	0	0
Township of Asphodel-Norwood	2	2	2	100	100	0	0
Township of Athens	2	2	2	100	100	0	0
Township of Black River-Mathes	2	2	2	100	100	0	0
Township of Edwardsburgh/Cardinal	2	2	2	100	100	0	0
Township of Emo	2	2	2	100	100	0	0
Township of Killaloe, Hagarty and Richards	2	2	0	0	100	2	100
Township of Malahide	2	2	2	100	100	0	0
Township of Mapleton	2	2	1	50	50	1	50
Township of Perry	2	2	2	100	100	0	0
Corporation of the Township of Lake of Bays	2	1	1	100	100	0	0
The Corporation of the Township of Champlain	2	1	1	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Carolynn Errett	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 Nipigon	1	1	1	100	100	0	0
County of Frontenac	1	1	1	100	100	0	0
County of Haliburton	1	1	1	100	100	0	0
County of Huron	1	1	1	100	100	0	0
Municipality of Marmora and Lake	1	1	1	100	100	0	0
Municipality of McDougall	1	1	0	0	0	0	0
Municipality of Neebing	1	1	1	100	100	0	0
Nairn and Hyman, Township of - Nairn Centre, ON	1	1	1	100	100	0	0
The Corporation of the Town of Petrolia	1	1	1	100	100	0	0
The Municipality of Huron Shores	1	1	0	0	0	0	0
Town of Gore Bay	1	1	1	100	100	0	0
Town of Smooth Rock Falls	1	1	1	100	100	0	0
Township of Addington Highlands	1	1	1	100	100	0	0
Township of Armour	1	1	1	100	100	0	0
Township of Ashfield-Colborne-Wawanosh	1	1	0	0	100	0	0
Township of Elizabethtown-Kitley	1	1	0	0	0	0	0
Township of La Vallee	1	1	1	100	100	0	0
Township of Laird	1	1	1	100	100	0	0
Township of Lucan Biddulph	1	1	1	100	100	0	0
Township of Machar	1	1	1	100	100	0	0
Township of Mulmur	1	1	0	0	100	0	0
Township of Nipissing	1	1	1	100	100	0	0
Township of North Glengarry	1	1	1	100	100	0	0
Township of North Shore	1	1	1	100	100	0	0
Township of Perth South	1	1	1	100	100	0	0
Township of Ryerson	1	1	1	100	100	0	0
Township of South Algonquin	1	1	0	0	100	0	0
Township of South Stormont	1	1	1	100	100	0	0
Township of Southwold	1	1	1	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Township of Terrace Bay	1	1	0	0	0	0	0
Village of Merrickville-Wolford	1	1	0	0	100	0	0
Village of Point Edward	1	1	1	100	100	0	0
Village of Westport	1	1	1	100	100	0	0
Municipality of Centre Hastings	1	0	0	0	0	0	0
Township of Augusta	1	0	0	0	0	0	0
Township of Enniskillen	1	0	0	0	0	0	0
Township of St. Joseph	1	0	0	0	0	0	0
Municipalité - East Ferris - Municipality	0	1	1	100	100	0	0
Total	13,757	13,114	10,080	76.9	84.9	318	2.4

* 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.

Response rate compliance (municipal other)

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Ottawa Community Housing	338	343	311	90.7	92.1	12	3.5
Toronto Transit Commission	234	227	205	90.3	94.3	4	1.8
Toronto Community Housing Corporation	160	153	152	99.3	100	0	0
District of Sault Ste. Marie Social Services Administration Board	94	95	93	97.9	98.9	0	0
District of Nipissing Social Services Administration Board	73	73	73	100	100	0	0
Toronto and Region Conservation Authority	47	48	20	41.7	41.7	8	16.7
The District of Thunder Bay Social Services Administration Board	21	21	21	100	100	0	0
Lake Simcoe Region Conservation Authority	16	16	8	50	87.5	2	12.5
Toronto Public Library	14	12	7	58.3	83.3	3	25
Hydro Ottawa Limited	14	9	7	77.8	100	0	0
District of Parry Sound Social Services Administration Board	12	12	12	100	100	0	0
Grand River Conservation Authority	10	10	10	100	100	0	0
Toronto Hydro-Electric System Limited	9	10	5	50	100	1	10
Algoma District Services Administration Board	8	8	8	100	100	0	0

Response rate compliance (municipal other) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Conservation Halton	8	5	1	20	60	1	20
Markham Public Library Board	8	3	2	66.7	100	0	0
Toronto Parking Authority	7	6	5	83.3	100	0	0
Southwestern Public Health	6	6	5	83.3	83.3	0	0
Ottawa Public Library	5	6	5	83.3	83.3	1	16.7
Cochrane District Social Services Administration Board	5	5	5	100	100	0	0
Nottawasaga Valley Conservation Authority	5	4	4	100	100	0	0
Ganaraska Region Conservation Authority	4	4	4	100	100	0	0
London & Middlesex Community Housing	4	4	4	100	100	0	0
London Public Library	4	4	1	25	100	0	0
London Transit Commission	4	4	4	100	100	0	0
Niagara Peninsula Conservation Authority	4	4	4	100	100	0	0
Saugeen Valley Conservation Authority	4	4	1	25	25	0	0
Grey Sauble Conservation Authority	4	2	1	50	50	0	0
Durham Region Transit	3	3	3	100	100	0	0
Kingston and Frontenac Housing Corporation	3	3	3	100	100	0	0
Lower Trent Region Conservation Authority	3	3	3	100	100	0	0
Otonabee Region Conservation Authority	3	3	3	100	100	0	0
Upper Thames River Conservation Authority	3	3	2	66.7	100	0	0
Ausable Bayfield Conservation Authority	3	2	2	100	100	0	0
CreateTO	2	3	2	66.7	100	1	33.3
Board of Governors of Exhibition Place	2	2	2	100	100	0	0
Brockville Public Library Board	2	2	2	100	100	0	0
Cataraqui Region Conservation Authority	2	2	2	100	100	0	0
Credit Valley Conservation Authority	2	2	2	100	100	0	0
District of Rainy River Services Board (DRRSB)	2	2	2	100	100	0	0
Elexicon Energy Inc.	2	2	0	0	100	0	0
Entegrus Powerlines Inc.	2	2	2	100	100	0	0
Essex Region Conservation Authority	2	2	2	100	100	0	0
Greater Sudbury Utilities	2	2	2	100	100	0	0

Response rate compliance (municipal other) - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 90 days	%
Hamilton Region Conservation Authority	2	2	1	50	100	0	0
Kawartha Region Conservation Authority	2	2	0	0	100	2	100
Nickel District Conservation Authority	2	2	0	0	100	0	0
Pickering Public Library	2	2	2	100	100	0	0
Sault Ste. Marie North Planning Board	2	2	2	100	100	0	0
Sault Ste. Marie Region Conservation Authority	2	2	2	100	100	0	0
North Bay-Mattawa Conservation Authority	2	1	0	0	0	0	0
St. Clair Region Conservation Authority	2	0	0	0	0	0	0
Brampton Public Library Board	1	1	1	100	100	0	0
Brantford Public Library	1	1	1	100	100	0	0
GrandBridge Energy Inc. (formerly Energy+ and Brantford Power)	1	1	1	100	100	0	0
Hamilton Public Library	1	1	1	100	100	0	0
Kenora District Services Board	1	1	0	0	0	0	0
Long Point Region Conservation Authority	1	1	0	0	100	0	0
South Nation River Conservation Authority	1	1	0	0	0	0	0
St. Catharines Public Library	1	1	1	100	100	0	0
St. Joseph Island Planning Board	1	1	1	100	100	0	0
Toronto Hydro Energy Services Inc.	1	1	1	100	100	0	0
Central Lake Ontario Conservation Authority	1	0	0	0	0	0	0
Local Services Board of Rainbow Country	0	1	0	0	0	1	100
Total	1,187	1,160	1,026	88.4	92.7	36	3.1

* 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.

Health privacy

Requests by the public under PHIPA

There were 105,163 requests for access to personal health information received in 2023, above a five per cent increase from 2022, when there were 100,031 requests received.

Outcome of requests completed*

	Number of requests completed*
Full access provided	98,295
Partial access provided: provisions applied to deny access	235
Partial access provided: no record exists or cannot be found	203
Partial access provided: record outside of PHIPA	6
No access provided: provisions applied to deny access	2,836
No access provided: no record exists or cannot be found	2,935
No access provided: record outside of PHIPA	31
Other completed requests, e.g. withdrawn or never accessed	3,833
Total requests	108,374
Number of requests that were not accessed following a fee estimate	998
Number of requests denied access in whole or in part where a provision of PHIPA was applied	3,071

* 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	\$1,541,679.40
Total fees waived	\$823,307.30
Average cost per access request	\$14.57

PHIPA compliance

Overall compliance

30-day:

97.4%

Extended:

98.3%

Over 30 days:

2.1%

Response rate compliance

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
Ministry of Health	12,127	12,127	10,601	87.4	88.2	1,381	11.4
Mackenzie Health - All sites	7,466	7,466	7,465	100	100	0	0
The Hospital for Sick Children	7,417	7,417	7,410	99.9	100	1	0
Quinte Health Care	5,320	5,320	5,320	100	100	0	0
Thunder Bay Regional Health Sciences Centre	3,003	3,003	3,003	100	100	0	0
St. Joseph's Health Care London	2,667	2,667	2,662	99.8	99.9	2	0.1
St. Joseph's Healthcare Hamilton	2,545	1,958	1,957	99.9	99.9	1	0.1
Oak Valley Health	2,539	2,333	2,332	100	100	1	0
Unity Health Toronto	2,496	2,496	2,482	99.4	99.5	11	0.4
Royal Victoria Regional Health Centre	2,396	2,396	2,396	100	100	0	0
The Ottawa Hospital	2,023	2,023	1,885	93.2	93.9	122	6
Humber River Hospital	1,866	1,866	1,866	100	100	0	0
North Bay Regional Health Centre	1,824	1,822	1,822	100	100	0	0
Hôpital General de Hawkesbury & District General Hospital	1,760	1,760	1,746	99.2	99.3	14	0.8
Trillium Health Partners	1,727	1,727	1,715	99.3	99.3	11	0.6
Grand River Hospital	1,714	1,714	1,665	97.1	97.1	49	2.9
Lakeridge Health	1,683	1,683	1,677	99.6	99.8	0	0
Southlake Regional Health Centre	1,583	1,583	1,583	100	100	0	0
The University Health Network	1,542	819	739	90.2	90.2	80	9.8
William Osler Health System	1,526	1,526	1,523	99.8	99.8	3	0.2
Sunnybrook Health Sciences Centre	1,488	1,488	1,392	93.5	93.5	96	6.5
London Health Sciences Centre	1,316	1,316	1,152	87.5	90.3	130	9.9
Toronto Public Health	1,287	1,287	1,287	100	100	0	0
Guelph General Hospital	1,275	1,275	1,275	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
Halton Healthcare Services Corporation	1,271	1,271	1,271	100	100	0	0
Toronto Paramedic Services	1,118	1,118	1,117	99.9	99.9	1	0.1
Kingston Health Sciences Centre	1,072	1,072	1,072	100	100	0	0
Health Sciences North	1,037	1,037	1,033	99.6	100	0	0
Cornwall Community Hospital	951	931	928	99.7	99.7	2	0.2
Niagara Health System	924	924	914	98.9	99.1	8	0.9
Windsor Regional Hospital	888	888	887	99.9	100	0	0
Centre for Addiction and Mental Health (CAMH)	876	876	875	99.9	100	0	0
Women's College Hospital	837	837	837	100	100	0	0
Hamilton Health Sciences	823	823	823	100	100	0	0
Scarborough Health Network	819	806	806	100	100	0	0
City of Ottawa - Paramedics	703	703	700	99.6	100	0	0
Sinai Health	669	669	668	99.9	99.9	1	0.1
Central East Local Health Integration Network	619	619	597	96.4	98.7	8	1.3
Chatham-Kent Health Alliance	615	591	590	99.8	100	0	0
Children's Hospital of Eastern Ontario	610	510	413	81	90.2	50	9.8
Royal Ottawa Health Care Group	590	551	540	98	99.5	0	0
York Region - Paramedic Services	556	556	554	99.6	99.6	2	0.4
The Regional Municipality of Peel - Peel Regional Paramedic Services	553	553	553	100	100	0	0
University of Waterloo	501	501	501	100	100	0	0
Cambridge Memorial Hospital	500	500	500	100	100	0	0
Hôtel Dieu Grace Healthcare	483	483	443	91.7	96.1	0	0
Bluewater Health	476	476	430	90.3	90.3	46	9.7
Sault Area Hospital	453	453	453	100	100	0	0
Peterborough Regional Health Centre	448	448	448	100	100	0	0
Pembroke Regional Hospital	439	859	827	96.3	99.2	0	0
Central Local Health Integration Network	422	422	421	99.8	100	0	0
Grey Bruce Health Services	400	400	400	100	100	0	0
Homewood Health Centre Inc.	376	376	375	99.7	99.7	1	0.3
Brant Community Healthcare System	356	356	356	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
Home and Community Care Support Services Hamilton Niagara Haldimand Brant	335	335	326	97.3	97.9	7	2.1
Georgian Bay General Hospital	324	324	324	100	100	0	0
Durham Region Health Department	319	319	318	99.7	99.7	1	0.3
North York General Hospital	315	315	309	98.1	98.1	6	1.9
Joseph Brant Hospital	304	304	304	100	100	0	0
Queensway Carleton Hospital	302	302	300	99.3	100	0	0
Home and Community Care Support Services Champlain (previously Champlain LHIN)	296	296	286	96.6	99	3	1
Michael Garron Hospital	286	286	285	99.7	100	0	0
Parkdale Queen West Community Health Centre	274	274	220	80.3	80.3	54	19.7
Middlesex London Paramedic Service	271	271	271	100	100	0	0
Home and Community Care Support Services Mississauga Halton	257	251	247	98.4	99.2	2	0.8
Toronto Central Local Health Integration Network	243	180	174	96.7	97.8	4	2.2
Lennox & Addington County General Hospital	242	242	242	100	100	0	0
St. Mary's General Hospital	242	242	242	100	100	0	0
Orillia Soldiers' Memorial Hospital	239	239	239	100	100	0	0
South West Local Health Integration Network	231	231	227	98.3	99.6	1	0.4
Home and Community Care Support Services Erie St. Clair	228	228	222	97.4	97.4	6	2.6
Timmins & District Hospital	223	223	223	100	100	0	0
Hôpital Montfort	217	217	217	100	100	0	0
St. Joseph's Care Group	202	202	181	89.6	100	0	0
Headwaters Health Care Centre	188	188	188	100	100	0	0
Home and Community Care Support Services Central West	186	186	184	98.9	98.9	0	0
Collingwood General and Marine Hospital	185	185	185	100	100	0	0
Holland Bloorview Kids Rehabilitation Hospital	183	186	181	97.3	100	5	2.7
Waterloo Wellington Local Health Integration Network	180	180	164	91.1	97.2	5	2.8
Woodstock Hospital	180	180	180	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
South East Local Health Integration Network	176	176	169	96	100	0	0
Shouldice Hospital	174	174	174	100	100	0	0
Simcoe County Paramedic Services	165	165	114	69.1	69.1	51	30.9
Middlesex Hospital Alliance	161	1,558	1,558	100	136.3	0	0
Corporation of the County of Essex	156	156	156	100	100	0	0
University of Western Ontario	151	151	151	100	100	0	0
McMaster University	143	143	143	100	100	0	0
North Simcoe Muskoka Local Health Integration Network	143	143	143	100	100	0	0
Muskoka Algonquin Healthcare	141	141	141	100	100	0	0
Nipigon District Memorial Hospital	141	141	141	100	100	0	0
Geraldton District Hospital	140	140	140	100	100	0	0
Campbellford Memorial Hospital	138	137	137	100	100	0	0
Kinark Child and Family Services	133	131	131	100	100	0	0
Stratford General Hospital Site	133	131	130	99.2	101.5	0	0
Sioux Lookout Meno Ya Win Health Centre	126	126	123	97.6	100	0	0
ORNGE	125	115	114	99.1	99.1	1	0.9
Halton Region Paramedic Services	122	122	122	100	100	0	0
Perth and Smiths Falls District Hospital	121	121	121	100	100	0	0
Waypoint Centre for Mental Health Care	115	115	115	100	100	0	0
Hanover & District Hospital	114	114	114	100	100	0	0
St. Thomas Elgin General Hospital	114	114	114	100	100	0	0
Stevenson Memorial Hospital	110	110	110	100	100	0	0
Runnymede Healthcare Centre	104	104	104	100	100	0	0
Hornepayne Community Hospital	102	197	194	98.5	98.5	0	0
North Eastern Ontario Family and Children's Services	100	100	87	87	87	13	13
Riverside Health Care	96	96	96	100	100	0	0
County of Brant - Ambulance Service	92	92	92	100	100	0	0
Ontario Shores Centre for Mental Health Sciences	91	91	87	95.6	100	0	0
Alexandra Marine and General Hospital	88	88	88	100	100	0	0
West Nipissing General Hospital	85	85	85	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
Humber College Institute of Technology and Advanced Learning	84	84	83	98.8	98.8	1	1.2
Sioux Lookout Regional Physicians' Services Inc.	82	82	82	100	100	0	0
Atikokan General Hospital	80	80	80	100	100	0	0
Northumberland Hills Hospital	79	79	79	100	100	0	0
North East Local Health Integration Network	78	78	78	100	100	0	0
Peterborough County/City Paramedics	77	77	77	100	100	0	0
Peterborough Public Health	77	77	77	100	100	0	0
Wilfrid Laurier University	75	75	75	100	100	0	0
Bruyere Continuing Care	74	74	73	98.6	100	0	0
Winchester District Memorial Hospital	73	73	73	100	100	0	0
Lanark County Mental Health	72	72	72	100	100	0	0
Baycrest	71	71	71	100	100	0	0
Lake of the Woods District Hospital	71	71	71	100	100	0	0
St. Joseph's General Hospital Elliot Lake	69	69	69	100	100	0	0
Norfolk General Hospital	67	67	58	86.6	100	0	0
Providence Care - Hospital	67	67	67	100	100	0	0
Weeneebayko Area Health Authority	65	65	52	80	80	13	20
Services de santé de Chapleau Health Services	63	63	63	100	100	0	0
North Bay Parry Sound District Health Unit	60	60	60	100	100	0	0
Ministry of Long-Term Care	55	55	44	80	90.9	4	7.3
Windsor-Essex County Health Unit	55	55	55	100	100	0	0
Bellwood Health Services	53	53	51	96.2	96.2	0	0
City of Greater Sudbury - Paramedic Services	53	53	53	100	100	0	0
Sante Manitouwadge Health	53	53	53	100	100	0	0
Renfrew Victoria Hospital	52	52	50	96.2	96.2	2	3.8
Child and Parent Resource Institute (CPRI)	50	50	41	82	86	7	14
Durham College	49	49	49	100	100	0	0
Lakehead University (Student Health & Wellness)	49	49	49	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
St. Joseph's Health Centre Guelph	48	48	48	100	100	0	0
Four Counties Health Services	47	419	419	100	100	0	0
Hôpital Notre-Dame Hospital Hearst	46	46	46	100	100	0	0
Carleton Place and District Memorial Hospital	45	45	45	100	100	0	0
The District Municipality of Muskoka (Ambulance)	45	36	36	100	100	0	0
Sensenbrenner Hospital	44	44	44	100	100	0	0
Halton Region - Post Inn Village Home for the Aged	43	43	43	100	100	0	0
St. Joseph's Villa	43	43	43	100	100	0	0
Brant County Health Unit	41	41	41	100	100	0	0
CMHA Thames Valley Addictions & Mental Health Services	41	41	41	100	100	0	0
Dryden Regional Health Centre	41	41	41	100	100	0	0
Home and Community Care Support Services North West	41	41	41	100	100	0	0
West Park Healthcare Centre	38	38	38	100	100	0	0
City of Toronto – Long-Term Care Homes & Services	38	37	37	100	100	0	0
Kemptville District Hospital	36	36	34	94.4	100	0	0
Lady Minto Hospital	36	36	36	100	100	0	0
St. Francis Memorial Hospital	36	36	34	94.4	94.4	2	5.6
Anson General Hospital	35	35	35	100	100	0	0
Hôtel-Dieu Shaver Health and Rehabilitation Centre	35	35	35	100	100	0	0
Seneca Polytechnic	35	35	33	94.3	97.1	1	2.9
Peel District School Board	33	71	71	100	100	0	0
Manitoulin Health Centre	33	33	33	100	100	0	0
Rideauwood Addiction and Family Services	32	32	32	100	100	0	0
Alexandra Hospital	31	31	31	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	30	189	189	100	100	0	0
Algoma Public Health	30	30	30	100	100	0	0
North of Superior Healthcare Group	30	30	30	100	100	0	0
Emergency Services/ United Counties of Prescott and Russell	29	29	29	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
South Bruce Grey Health Centre	29	29	29	100	100	0	0
Temiskaming Hospital	28	28	26	92.9	92.9	2	7.1
Regional Municipality of Niagara	27	27	22	81.5	81.5	5	18.5
Kenora District Services Board	27	26	26	100	100	0	0
Kirkland and District Hospital	26	26	26	100	100	0	0
Providence Care - Community Services	26	26	26	100	100	0	0
Children's Mental Health of Leeds & Grenville	25	25	25	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	25	25	25	100	100	0	0
Maltby Centre	25	25	24	96	96	0	0
County of Elgin - Ambulance	24	24	24	100	100	0	0
United Counties of Leeds and Grenville Paramedic Service	24	24	24	100	100	0	0
Canadian Mental Health Association Cochrane Timiskaming Branch	23	23	23	100	100	0	0
Regional Municipality of Waterloo/ Paramedic Services	23	23	22	95.7	95.7	1	4.3
Listowel Memorial Hospital	22	22	22	100	100	0	0
Wingham and District Hospital	22	22	22	100	100	0	0
Middlesex-London Health Unit	21	21	21	100	100	0	0
Simcoe Muskoka District Health Unit	21	21	15	71.4	71.4	6	28.6
West Haldimand General Hospital	20	20	20	100	100	0	0
Trent University	19	19	19	100	100	0	0
North Shore Health Network	16	16	16	100	100	0	0
Upper Canada DSB	16	16	16	100	100	0	0
Almonte General Hospital / Fairview Manor	15	15	15	100	100	0	0
Confederation College	15	15	15	100	100	0	0
Deep River and District Hospital	15	15	15	100	100	0	0
Algoma District Services Administration Board	14	14	12	85.7	100	0	0
Brock University	14	14	14	100	100	0	0
Cochrane District Social Services Administration Board	14	14	14	100	100	0	0
Community Care Durham	14	14	14	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
The Regional Municipality of York - Public Health	14	14	7	50	100	0	0
Casey House Hospital	14	11	11	100	100	0	0
City of Ottawa Long Term Care Homes	13	13	12	92.3	100	0	0
Lady Dunn Health Centre	13	13	13	100	100	0	0
Southwestern Public Health	13	13	13	100	100	0	0
The Conestoga College Institute of Technology and Advanced Learning	13	13	9	69.2	100	0	0
Ontario Agency for Health Protection and Promotion	12	12	11	91.7	91.7	1	8.3
Bingham Memorial Hospital	11	11	9	81.8	81.8	2	18.2
Hôpital de Mattawa Hospital	11	11	11	100	100	0	0
Seaforth Community Hospital Site	11	11	11	100	100	0	0
York Region - Early Intervention Services	11	11	11	100	100	0	0
Huronview Home for the Aged	10	10	10	100	100	0	0
The District Municipality of Muskoka (Long-term Care)	10	10	10	100	100	0	0
York Region - Long-Term Care	10	10	10	100	100	0	0
Circle of Care	9	9	8	88.9	88.9	0	0
Family and Children's Services Niagara	9	9	8	88.9	88.9	1	11.1
Simcoe County - LTC Homes	9	9	9	100	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	9	9	9	100	100	0	0
Your Support Services Network	9	9	9	100	100	0	0
Alzheimer Society Peel	8	8	8	100	100	0	0
Canadian Mental Health Association Niagara Branch	8	8	8	100	100	0	0
Canadian Mental Health Association, Hamilton Branch	8	8	8	100	100	0	0
County of Frontenac	8	8	8	100	100	0	0
Haldimand War Memorial Hospital	8	8	8	100	100	0	0
Halton Region Board of Health (MOH)	8	8	8	100	100	0	0
SHHA	8	8	8	100	100	0	0
St. Mary's Memorial Hospital Site	8	8	8	100	100	0	0
Huronlea Home for the Aged	7	7	7	100	100	0	0
Leeds, Grenville & Lanark District Health Unit	7	7	7	100	100	0	0
Toronto Grace Health Centre	7	7	7	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
Clinton Public Hospital Site	6	6	6	100	100	0	0
District of Sault Ste. Marie Social Services Administration Board	6	6	6	100	100	0	0
Kawartha Lakes	6	6	6	100	100	0	0
Regional Municipality of Waterloo/Sunnyside Home	6	6	6	100	100	0	0
WoodGreen Community Services	6	6	6	100	100	0	0
Regional Municipality of Durham – Long-Term Care Homes	6	5	5	100	100	0	0
Arnprior Regional Health	5	5	5	100	100	0	0
Grey Bruce Public Health	5	5	5	100	100	0	0
Providence Care - Providence Manor	5	5	5	100	100	0	0
Pioneer Manor	4	4	4	100	100	0	0
Public Health Sudbury & Districts	4	4	3	75	100	0	0
University of Waterloo - Centre for Mental Health Research	4	4	4	100	100	0	0
Victoria Village Inc.	4	4	4	100	100	0	0
Wellington Dufferin Guelph Public Health	4	4	4	100	100	0	0
West Parry Sound Health Centre	4	4	4	100	100	0	0
Mohawk College	3	12	12	100	100	0	0
Bayshore HealthCare	3	3	3	100	100	0	0
Canadian Mental Health Association - Hastings Prince Edward	3	3	3	100	100	0	0
Canadian Mental Health Association Fort Frances Branch	3	3	3	100	100	0	0
City of Ottawa	3	3	3	100	100	0	0
Contact Niagara for Children's and Developmental Services	3	3	3	100	100	0	0
District of Rainy River Services Board (DRRSB)	3	3	3	100	100	0	0
Englehart and District Hospital	3	3	3	100	100	0	0
Haldimand County Emergency Services Division	3	3	3	100	100	0	0
Northumberland Paramedics	3	3	3	100	100	0	0
Porcupine Health Unit	3	3	3	100	100	0	0
St. Joseph's Continuing Care Centre	3	3	3	100	100	0	0
College Boreal	2	2	2	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	With time extension %*	Over 30 days	%
Counselling Centre of East Algoma	2	2	2	100	100	0	0
County of Elgin - Homes	2	2	2	100	100	0	0
Fleming College	2	2	2	100	100	0	0
The Regional Municipality of Peel - Public Health	2	2	2	100	100	0	0
Northumberland County Golden Plough Lodge	1	2	1	50	100	0	0
County of Dufferin	1	1	1	100	100	0	0
Eastern Ontario Health Unit	1	1	1	100	100	0	0
Hastings Prince Edward Public Health	1	1	1	100	100	0	0
Hôpital Smooth Rock Falls Hospital	1	1	1	100	100	0	0
Killarney Health Centre/Municipality of Killarney	1	1	1	100	100	0	0
Maple View Lodge	1	1	1	100	100	0	0
Nipissing University - Student Services	1	1	0	0	0	1	100
North Wellington Health Care	1	1	1	100	100	0	0
Renfrew County and District Health Unit	1	1	1	100	100	0	0
St. Lawrence College of Applied Arts and Technology	1	1	1	100	100	0	0
The Corporation of the County of Lambton	1	1	1	100	100	0	0
University of Waterloo - Optometry	1	1	1	100	100	0	0
Villa St Gabriel Villa	1	1	1	100	100	0	0
Total	105,163	105,844	103,129	97.4	98.3	2,229	2.1

Privacy breaches under PHIPA

There were 10,770 breaches of privacy to personal health information reported in 2023, a 7.7 per cent increase compared to 2022, when 9,998 breaches were reported.

Total breaches by health information custodian (HIC) type or coroner*

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>	6,435	59.8
A person who operates a centre, program or service for community health or mental health whose primary purpose is the provision of health care	1,117	10.4
A person who operates a pharmacy within the meaning of the <i>Drug and Pharmacies Regulation Act</i>	700	6.5
Health care practitioner or a person who operates a group practice of health care practitioners	627	5.8
A Local Health Integration Network (LHIN)	552	5.1
The Ontario Agency for Health Protection and Promotion	336	3.1
A person who operates an independent health facility within the meaning of the <i>Independent Health Facilities Act</i>	245	2.3
A person who operates an ambulance service within the meaning of the <i>Ambulance Act</i>	231	2.1
A service provider within the meaning of the <i>Home Care and Community Services Act</i> , who provides a community service within the meaning of that act. A service provider is a health information custodian in connection with the provision of any community service within the meaning of <i>Home Care and Community Services Act</i> , regardless of whether a particular community service is publicly funded.	166	1.5
A medical officer of health of a board of health within the meaning of the <i>Health Protection and Promotion Act</i>	131	1.2
A person who operates a long-term care home within the meaning of the <i>Long-Term Care Homes Act</i> or a care home within the meaning of the <i>Residential Tenancies Act</i>	71	0.7
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>	59	0.6
Ontario Air Ambulance Services Corporation	54	0.5
A coroner to whom the prescribed organization provides personal health information under subsection 55.9.1 (1) of PHIPA*	33	0.3
Minister of Health and Long-Term Care together within the Ministry of the Minister if the context so requires	6	0.1
The Canadian Blood Services	4	0.0
A person who operates a home for special care within the meaning of the <i>Homes for Special Care Act</i>	3	0.0

Total breaches by health information custodian (HIC) type or coroner*

Type of HIC	Number of breaches	%
A municipality that operates a communications within the meaning of the <i>Ambulance Act</i>	0	0.0
An evaluator within the meaning of the <i>Health Care Consent Act</i> , or an assessor within the meaning of the <i>Substitute Decisions Act</i>	0	0.0
A placement co-ordinator described in subsection 40(1) of the <i>Long-Term Care Homes Act</i>	0	0.0
A person who operates a retirement home within the meaning of the <i>Retirement Homes Act</i>	0	0.0
Total	10,770	100

* Coroners are not HICs under PHIPA

Privacy breach statistics by type of breach

Stolen personal health information

	Number of breaches by source of theft	%
Theft was by a stranger	75	90.4
Theft was by an internal party (e.g. employee, affiliated health practitioner or electronic service provider)	8	9.6
Total	83	100

	Number of breaches by type of theft	%
Theft was the result of a ransomware attack	7	8.4
Theft was the result of another type of cyberattack	37	44.6
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was stolen	4	4.8
Paper records were stolen	19	22.9
Theft was a result of something else, by someone else or other items were stolen	16	19.3
Total	83	100

Lost personal health information

	Number of breaches	%
Paper records were lost	335	90.1
Loss was a result of something else or other items were lost	26	7.0
Unencrypted portable electronic equipment (e.g., USB keys, laptops) was lost	5	1.3
Loss was the result of a ransomware attack	3	0.8
Loss was the result of another type of cyberattack	3	0.8
Total	372	100

Unauthorized use

	Number of breaches	%
Unauthorized use was through electronic systems	1,067	87.3
Unauthorized use was through paper records	102	8.4
Unauthorized use through other means	53	4.3
Total	1,222	100

Unauthorized disclosure

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	5,093	56.5
Unauthorized disclosure was through misdirected emails	1,041	11.5
Unauthorized disclosure was through other means	2,885	32.0
Total	9,019	100

Collected without authority by the Electronic Health Record (EHR)

	Number of breaches	%
Total	74	100

Number of individuals affected

	Stolen personal health information	%	Lost personal health information	%	Used without authority	%	Disclosed without authority	%	Collected without authority by the EHR	%	Total	%
One individual	17	20.5	263	70.7	557	45.6	7,702	85.4	68	91.9	8,607	79.9
2 to 10 individuals	21	25.3	35	9.4	146	12.0	666	7.4	6	8.1	874	8.1
11 to 50 individuals	14	16.9	68	18.3	87	7.1	229	2.5	0	0.0	398	3.7
51 to 100 individuals	4	4.8	2	0.5	7	0.6	13	0.1	0	0.0	26	0.2
Over 100 individuals	27	32.5	4	1.1	425	34.8	409	4.5	0	0.0	865	8.0
Total	83	100	372	100	1,222	100	9,019	100	74	100	10,770	100

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

In 2023, service providers subject to Part X of the CYFSA received 10,952 requests for personal information, an increase of over 10 per cent from 2022, when 9,923 requests were received.

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	%
Durham CAS	890	886	816	92.1	51	5.8	19	2.1
Children and Family Services for York Region	817	827	761	92	17	2.1	49	5.9
Peel Children's Aid	812	812	779	95.9	22	2.7	11	1.4
Children's Aid Society of Toronto	772	513	410	79.9	0	0	103	20.1
Family and Children's Services Niagara	617	617	539	87.4	66	10.7	12	1.9
Hamilton Child and Family Supports	504	436	248	56.9	188	43.1	0	0
Family and Children's Services of the Waterloo Region	424	424	341	80.4	70	16.5	13	3.1
Simcoe Muskoka Family Connexions	407	407	326	80.1	0	0	81	19.9
Highland Shores Children's Aid	404	379	330	87.1	49	12.9	0	0
Child and Family Services of Grand Erie	334	334	190	56.9	143	42.8	1	0.3
Children's Aid Society of London and Middlesex	329	291	97	33.3	193	66.3	1	0.3
The Children's Aid Society of Ottawa	322	322	319	99.1	3	0.9	0	0
Catholic Children's Aid Society of Toronto	268	259	123	47.5	0	0	136	52.5
Family and Children's Services of Lanark, Leeds and Grenville	257	257	75	29.2	66	25.7	116	45.1
Windsor-Essex Children's Aid Society	233	233	145	62.2	88	37.8	0	0
Children's Aid Society of Algoma	204	185	93	50.3	81	43.8	11	5.9

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	%
Hamilton Catholic Children's Aid Society	197	170	118	69.4	41	24.1	11	6.5
North Eastern Ontario Family and Children's Services	184	184	113	61.4	18	9.8	53	28.8
Halton Children's Aid Society	177	159	60	37.7	95	59.7	4	2.5
Children's Aid Society of Stormont, Dundas and Glengarry	162	150	70	46.7	28	18.7	52	34.7
Accerta Services Inc.	161	161	26	16.1	101	62.7	34	21.1
Valoris pour enfants et adultes de Prescott-Russell	159	159	154	96.9	0	0	5	3.1
Jewish Family and Child Service of Greater Toronto	159	127	42	33.1	82	64.6	3	2.4
Tikinagan Child and Family Services	152	152	85	55.9	0	0	67	44.1
Kawartha Haliburton Children's Aid Society	133	73	23	31.5	23	31.5	27	37
The Children's Aid Society of the Districts of Sudbury and Manitoulin	128	124	86	69.4	5	4	33	26.6
Linck	123	95	65	68.4	0	0	30	31.6
The Children's Aid Society of The District of Thunder Bay	121	121	80	66.1	7	5.8	34	28.1
Sarnia Lambton Children's Aid Society	114	105	68	64.8	3	2.9	34	32.4
Family and Children Services of Guelph and Wellington County	114	96	79	82.3	0	0	17	17.7
The Children's Aid Society of Oxford County	103	97	84	86.6	13	13.4	0	0
Family and Children's Services of St. Thomas and Elgin	98	98	0	0	98	100	0	0
New Path Youth and Family Services	88	88	88	100	0	0	0	0
Family and Children's Services - County of Renfrew	82	64	32	50	31	48.4	1	1.6
Bruce Grey Child and Family Services	81	73	37	50.7	22	30.1	14	19.2
Kenora-Rainy River Districts Child and Family Services	81	54	31	57.4	0	0	23	42.6
Children's Aid Society of the District of Nipissing and Parry Sound	70	67	32	47.8	28	41.8	7	10.4
Algonquin Child and Family Services	58	58	0	0	58	100	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	%
Children's Centre Thunder Bay	48	48	48	100	0	0	0	0
Dnaagdawenmag Binnoojiiyag Child and Family Services	44	39	33	84.6	2	5.1	4	10.3
Wellkin Child and Youth Mental Wellness	42	42	38	90.5	4	9.5	0	0
Family and Children's Services of Frontenac, Lennox and Addington	38	38	10	26.3	0	0	28	73.7
Huron-Perth Children's Aid Society	38	33	5	15.2	27	81.8	1	3
Lutherwood	34	34	34	100	0	0	0	0
Reach Out Centre for Kids	33	33	30	90.9	3	9.1	0	0
Crossroads Children's Mental Health Centre	32	32	32	100	0	0	0	0
Hamilton Paramedic Service	30	21	21	100	0	0	0	0
Weechi-it-te-win Family Services	28	28	22	78.6	6	21.4	0	0
Dufferin Child and Family Services	28	9	7	77.8	2	22.2	0	0
Children's Mental Health of Leeds and Grenville	25	25	25	100	0	0	0	0
Dilico Anishinabek Family Care	23	23	9	39.1	14	60.9	0	0
Native Child and Family Services of Toronto	23	23	23	100	0	0	0	0
Craigwood Youth Services	20	20	18	90	2	10	0	0
Nogdawindamin Family and Community Services	19	16	10	62.5	6	37.5	0	0
Open Doors for Lanark Children and Youth	15	15	14	93.3	0	0	1	6.7
Catholic Family Services of Toronto	13	13	11	84.6	0	0	2	15.4
Haldimand-Norfolk R.E.A.C.H.	13	13	13	100	0	0	0	0
Roberts/Smart Centre	11	11	9	81.8	0	0	2	18.2
Connections Early Years Family Centre	6	6	5	83.3	0	0	1	16.7
Keystone Child, Youth and Family Services	6	6	6	100	0	0	0	0
Contact Hamilton for Children's and Developmental Services	5	5	4	80	1	20	0	0
Niagara Children's Centre	5	5	5	100	0	0	0	0
Catulpa Community Support Services	4	4	3	75	1	25	0	0
Kalon Services	4	4	4	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	%
Mary Homes Inc.	4	4	4	100	0	0	0	0
Chimo Youth and Family Services Inc.	3	3	3	100	0	0	0	0
Elgin Counselling and Mediation Centre	3	3	3	100	0	0	0	0
Niijaansinaanik Child and Family Services	3	3	3	100	0	0	0	0
Woodview Mental Health and Autism Services	2	9	9	100	0	0	0	0
Akwesasne Child and Family Services	2	2	2	100	0	0	0	0
Anishinaabe Abinoojii Family Services	2	2	1	50	1	50	0	0
Eagle's Nest: A Place to Soar	2	1	1	100	0	0	0	0
Associated Youth Services of Peel	1	1	1	100	0	0	0	0
Enterphase Child and Family Services	1	1	1	100	0	0	0	0
Essex County Diversion Program Inc.	1	1	0	0	0	0	1	100
Maple Star Services	1	1	1	100	0	0	0	0
Pioneer Youth Services	1	1	1	100	0	0	0	0
Little House Residential Care Services Inc.	0	1	1	100	0	0	0	0
Total	10,952	10,236	7,435	72.6	1,759	17.2	1,042	10.2

Requests* for personal information – outcome

Outcome	Total
Full access provided	2,301
Partial access provided: provisions applied to deny access	4,841
Partial access provided: no record exists or cannot be found	137
Partial access provided: record is outside of Part X	591
Partial access provided, other reasons	4,811
No access provided: provisions applied to deny access	61
No access provided: no record exists or cannot be found	224
No access provided: record outside of Part X	170
Other completed requests, e.g. withdrawn or never accessed	867
Total requests	14,003
Total requests where access was denied in whole or in part where a provision of Part X was applied	4,902

* 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

Provisions applied to deny access

Provisions	Total
Identification of an Individual (not in confidence)	2,808
Identification of an Individual (in confidence)	2,330
Other Acts or Court Order	1,111
Legal Privilege	733
Frivolous or Vexatious	113
Risk of Harm	60
Proceedings that have not been concluded	25
Total requests	7,180

Privacy breaches under Part X of CYFSA

Service providers under Part X of the CYFSA experienced 374 privacy breaches in 2023, a decrease of 17 per cent from 2021, when there were 451 breaches.

Privacy breaches by service provider type

	Number of breaches	%
Children's aid society	249	66.6
Indigenous child well-being society	82	21.9
Residential services licensee	2	0.5
Adoption licensee	0	0.0
Youth justice services	3	0.8
Children's developmental services	3	0.8
Community support services	11	2.9
Ministry of Children, Community and Social Services	0	0.0
Health information custodian under the Personal Health Information Protection Act	16	4.3
Other	8	2.1
Total	374	100

Privacy breach statistics by type of breach

Stolen personal information

	Number of breaches by source of theft	%
Theft was by an internal party (e.g. employee, affiliated practitioner or electronic service provider)	0	0
Theft was by a stranger	8	100
Total	8	100

	Number of breaches by type of theft	%
Theft was the result of a ransomware attack	0	0.0
Theft was the result of another type of cyberattack	1	12.5
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was stolen	0	0.0
Paper records were stolen	4	50.0
Theft was a result of something else, by someone else or other items were stolen	3	37.5
Total	8	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	9	50
Paper records were lost	8	44.4
Loss was a result of something else or other items were lost	1	5.6
Total	18	100

Unauthorized use

	Number of breaches	%
Unauthorized use was through electronic systems	14	70
Unauthorized use was through paper records	0	0
Unauthorized use through other means	6	30
Total	20	100

Unauthorized disclosure

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	29	8.8
Unauthorized disclosure was through misdirected emails	189	57.6
Unauthorized disclosure was through other means	110	33.5
Total	328	100

Number of individuals affected

	Stolen personal information	%	Lost personal information	%	Used without authority	%	Disclosed without authority	%	Total	%
One individual	2	25.0	3	16.7	7	35.0	184	56.1	196	52.4
2 to 10 individuals	3	37.5	14	77.8	10	50.0	139	42.4	166	44.4
11 to 50 individuals	2	25.0	0	0.0	2	10.0	2	0.6	6	1.6
51 to 100 individuals	0	0.0	1	5.6	0	0.0	1	0.3	2	0.5
Over 100 individuals	1	12.5	0	0.0	1	5.0	2	0.6	4	1.1
Total	8	100	18	100	20	100	328	100	374	100

IPC tribunal statistics

Overall

Overall opened files 2019-2023

	FIPPA	MFIPPA	PHIPA	CYFSA	Total
2019	732	1,047	1,035		2,814
2020	923	768	926	151	2,768
2021	736	1,029	993	165	2,923
2022	682	916	884	92	2,574
2023	844	1,121	1,047	137	3,149

Overall closed files 2019-2023

	FIPPA	MFIPPA	PHIPA	CYFSA	Total
2019	743	947	1,002		2,692
2020	771	569	624	55	2,019
2021	708	1,021	1,079	168	2,976
2022	731	1,066	965	95	2,857
2023	763	1,087	988	129	2,967

Average duration (in months) to process and close a file 2019-2023

	Access appeals	Privacy files
2019	9.2	4.6
2020	10.9	7.8
2021	12.0	7.3
2022	12.5	8.1
2023	10.7	5.9

Appeals

Access appeals opened in 2023

Total FOI requests completed by source and jurisdiction

Source	Municipal	%	Provincial	%	Total	%
General records	658	42.0	541	34.6	1,199	76.6
Personal records	210	13.4	157	10.0	367	23.4
Total	868	55.4	698	44.6	1,566	100

Access appeals resolved at early resolution, mediation, and adjudication in 2023

Early resolution	Mediation	Adjudication	Total
232	835	374	1,441

Issues in access appeals opened in 2023

Issues	Total
Exemptions	756
Deemed refusal	177
Reasonable search	164
Third party appeals	159
Act does not apply	108
Other	202

Appeals opened by jurisdiction, 2019-2023

Year	Municipal	Provincial	Total
2019	853	568	1,421
2020	579	815	1,394
2021	791	615	1,406
2022	697	561	1,258
2023	868	698	1,566

Appeals closed by jurisdiction, 2019-2023

Year	Municipal	Provincial	Total
2019	762	580	1,342
2020	445	691	1,136
2021	777	579	1,356
2022	772	575	1,347
2023	813	628	1,441

Outcomes

Mediated appeals, by disposition 2023

	#	%
Resolved	797	67.5
Partially mediated- proceed	197	16.7
No issues mediated – proceed	171	14.5
Abandoned	10	0.9
Withdrawn	5	0.4
Total	1,180	100

Outcome of appeals closed by order 2023*

	Total
Head's decision upheld	163
Head's decision partially upheld	72
Head's decision not upheld	38
Perform a duty	12
Other	3
Dismissal after representations	2
No review	1
Total	291

* Does not include files that were resolved, abandoned, withdrawn, or dismissed without an inquiry during adjudication

Privacy complaints and self-reported breaches, FIPPA and MFIPPA

Privacy complaints, self-reported breaches, and IPC-initiated privacy complaints opened

	Municipal	%	Provincial	%	Total	%
Privacy complaint	129	32.4	77	19.4	206	51.8
Reported breach	117	29.4	61	15.3	178	44.7
IPC-initiated privacy complaint	6	1.5	8	2.0	14	3.5
Total	252	63.3	146	36.7	398	100

Privacy complaints resolved at early resolution and investigation

	Municipal	%	Provincial	%	Total	%
Early resolution	130	63.7	74	36.3	204	100
Investigation	0	0.0	0	0.0	0	0
Total	130	63.7	74	36.3	204	100

Self-reported breaches resolved at early resolution

	Municipal	%	Provincial	%	Total	%
Early resolution	140	71.1	57	28.9	197	100

Privacy complaints and self-reported breaches opened (provincial/municipal) 2019-2023

Year	Municipal	Provincial	Total
2019	196	164	360
2020	195	113	308
2021	238	121	359
2022	219	121	340
2023	252	146	398

Privacy complaints and self-reported breaches closed (provincial/municipal) 2019-2023

Year	Municipal	Provincial	Total
2019	186	162	348
2020	124	80	204
2021	244	129	373
2022	294	156	450
2023	274	135	409

Privacy complaints closed by type of resolution 2023

	Municipal	%	Provincial	%	Total	%
Screened out	80	37.7	61	28.8	141	66.5
Resolved	51	24.1	13	6.1	64	30.2
Withdrawn	2	0.9	3	1.4	5	2.4
Abandoned	1	0.5	1	0.5	2	0.9
Total	134	63.2	78	36.8	212	100

Self-reported breaches closed by type of resolution 2023

	Municipal	%	Provincial	%	Total	%
Screened out	6	3.0	2	1.0	8	4.1
Resolved	134	68.0	55	27.9	189	95.9
Total	140	71.1	57	28.9	197	100

Health privacy files

Types of health files opened 2019 to 2023

	2019	2020	2021	2022	2023
Access/correction complaint	282	191	205	180	218
Collection/use/disclosure complaint	140	179	199	163	192
IPC-initiated collection/use/disclosure complaint	52	42	41	30	47
Reported breach	564	527	535	492	590
Total	1,038	939	980	865	1,047

Self-reported health privacy breaches opened by cause 2023

	2023	%
Snooping	197	33.4
Misdirected or lost personal information	162	27.5
General unauthorized collection, use, disclosure	127	21.5
Cyberattack*	66	11.2
Stolen personal information	33	5.6
Lost or stolen mobile devices	3	0.5
Unsecured records	2	0.3
Other	0	0.0
Total	590	100

*11 of 66 cyberattacks involved ransomware

Self-reported health privacy breaches closed by stage and cause 2023

	Early resolution	%	Investigation	%	Total	%
Misdirected or lost personal information	215	37.0	0	0	215	37.0
Snooping	128	22.0	0	0	128	22.0
General unauthorized collection/ use/disclosure	125	21.5	0	0	125	21.5
Cyberattack*	60	10.4	3	0.5	63	10.9
Stolen personal information	44	7.6	0	0	44	7.6
Unsecured records	5	0.9	0	0	5	0.9
Lost or stolen mobile devices	1	0.2	0	0	1	0.2
Total	578	99.5	3	0.5	581	100

* 8 out of 60 cyberattacks involved ransomware

Outcome of health files closed 2019 - 2023

	2019	2020	2021	2022	2023
Resolved	776	452	806	745	730
Screened out	116	50	95	75	114
Withdrawn	65	43	87	67	65
Abandoned	21	29	59	58	41
Order/decision issued	28	52	32	20	32
Dismissed without order/decision	2	2	0	0	6

Part X of CYFSA privacy files

CYFSA files opened by issue in 2023

	#	%
Reported breach	62	45.3
Access/correction complaint	47	34.3
Collection/use/disclosure complaint	27	19.7
IPC Initiated collection/use/disclosure complaint	1	0.7
Total	137	100

Self-reported CYFSA privacy breaches by cause in 2023

	#	%
Misdirected or lost personal information	34	54.8
General unauthorized collection, use, disclosure	11	17.7
Snooping	10	16.1
Stolen personal information	6	9.7
Cyberattack	1	1.6
Total	62	100

Outcome of CYFSA files closed in 2023

	#	%
Resolved	91	70.5
Screened out	18	14.0
Withdrawn	8	6.2
Order/decision issued	7	5.4
Abandoned	5	3.9
Total	129	100



Information and Privacy
Commissioner of Ontario

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