

2018

ANNUAL REPORT

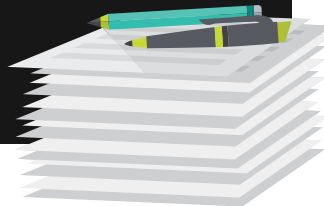
Office of the Information and Privacy Commissioner of Ontario

Privacy and Accountability for a Digital Ontario

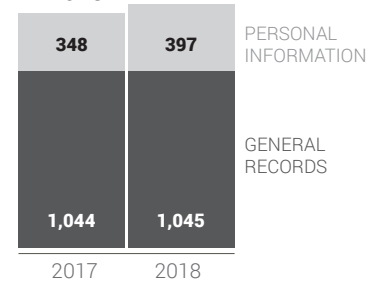
BACKGROUNDER

TRIBUNAL

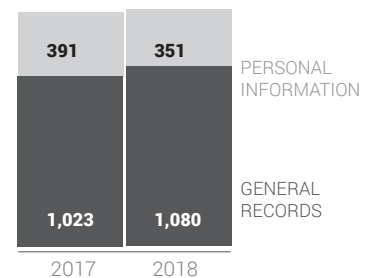
- 1,442 access appeals received
- 286 access orders issued
- 306 privacy complaints received
- 870 health complaints received
- 15 PHIPA decisions issued



ACCESS APPEALS OPENED IN 2018



ACCESS APPEALS CLOSED IN 2018



POLICY

- released 11 guidance documents, fact sheets and reports
- consulted with and provided advice to over 40 organizations
- 17 presentations on privacy and access issues



HEALTH POLICY

- collaborated on five publications
- helped develop amendments to health privacy legislation
- consulted with and presented to over 25 organizations



ACCESS

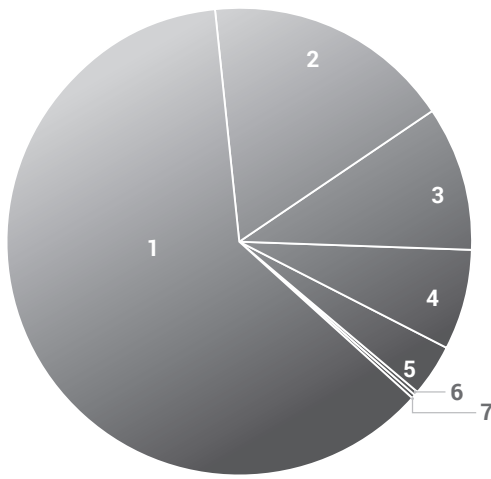
Top 10 provincial institutions

Institution	REQUESTS RECEIVED	NUMBER OF APPEALS
Ministry of the Environment, Conservation and Parks	8,492	24
Ministry of the Solicitor General	5,496	136
Ministry of Children, Community and Social Services	3,187	21
Ministry of Labour	915	11
Landlord and Tenant Board	680	2
Ministry of Government and Consumer Services	484	9
Ministry of Transportation	420	16
Ministry of the Attorney General	394	28
Ministry of Health and Long-Term Care	267	38
Workplace Safety and Insurance Board	221	18

Top 10 municipal institutions

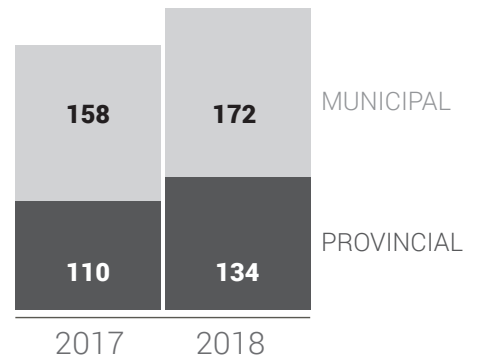
Institution	REQUESTS RECEIVED	NUMBER OF APPEALS
Toronto Police Service	5,048	95
City of Toronto	2,904	54
York Regional Police	1,589	21
Durham Regional Police Service	1,458	14
Peel Regional Police	1,386	26
Hamilton Police Service	1,358	18
Niagara Regional Police Service	1,295	9
Halton Regional Police Service	1,187	23
Waterloo Regional Police Service	1,138	15
London Police Service	1,006	7

OUTCOME OF ACCESS APPEALS



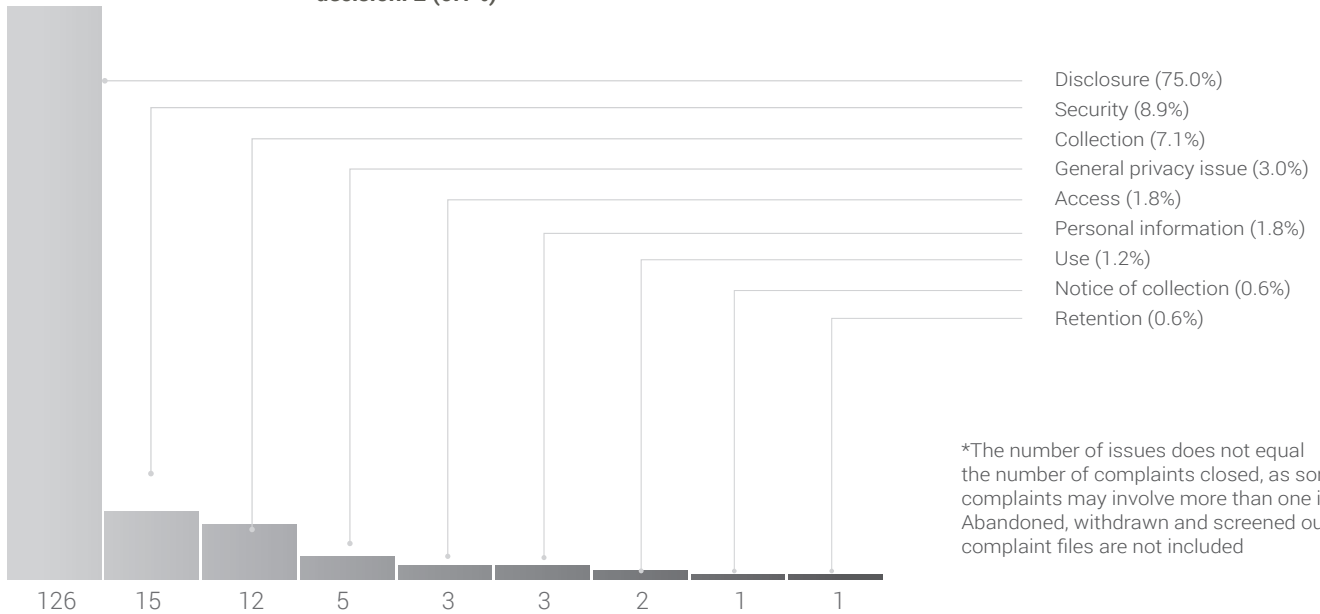
1. Mediated in full: 885 (61.8%)
2. Order/Decision issued: 245 (17.1%)
3. Screened out: 142 (9.9%)
4. Withdrawn: 100 (7.0%)
5. Abandoned: 55 (3.8%)
6. Dismissed without inquiry/review: 2 (0.1%)
7. Dismissed without order/decision: 2 (0.1%)

PRIVACY COMPLAINTS OPENED IN 2018*



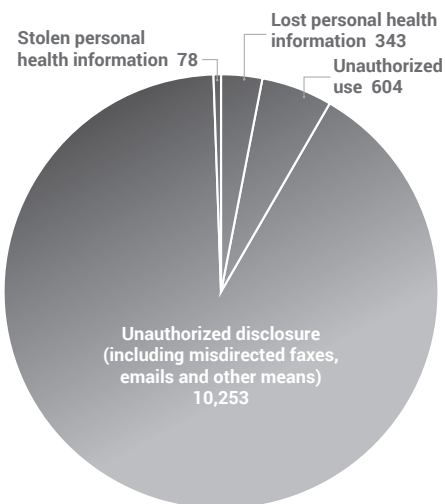
* includes self-reported breaches

ISSUES* IN PRIVACY COMPLAINTS CLOSED

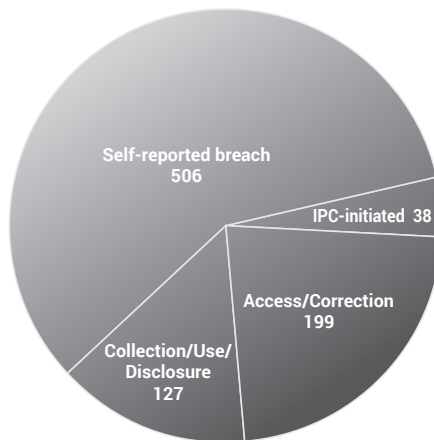


*The number of issues does not equal the number of complaints closed, as some complaints may involve more than one issue. Abandoned, withdrawn and screened out complaint files are not included

HEALTH PRIVACY BREACHES BY CAUSE



SUMMARY OF PHIPA COMPLAINTS OPENED



OUTCOME OF PHIPA COMPLAINTS CLOSED

