



Information and Privacy
Commissioner of Ontario

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

BACKGROUND

IPC 2022 Annual Report Key statistics and trends

Requests under the *Freedom of Information and Protection of Privacy Act (FIPPA)* and the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*

- In 2022, there were 58,461 freedom of information (FOI) requests filed across Ontario — representing a five per cent increase over the previous year. The increased volume of requests indicates a return to 2019 pre-pandemic levels.
- Overall, the provincial sector completed just over 50 per cent of FOI requests within 30 days, representing a relative decrease of 22 per cent from last year.
- In 2022, the three provincial institutions with the most FOI requests were the Ministry of Environment, Conservation and Parks (8,873), the Ministry of the Solicitor General (6,455), and the Ministry of Children, Community, and Social Services (3,219).
- In the municipal sector, institutions completed more than 81 per cent of FOI requests within 30 days, similar to 2021.
- In 2022, the three municipal institutions with the most FOI requests were the Toronto Police Service (4,055), the City of Toronto (2,767), and York Regional Police (2,044).

Requests under the *Personal Health Information Protection Act*

- There were 100,031 requests for access to personal health information in 2022, a 27 per cent decrease from 2021, when 137,481 requests were received.
- In 2022, health institutions completed nearly 98,000 requests for access to personal health information within 30 days nearly 99 per cent of the time. This represents an increase of seven per cent from 2021.
- Health institutions provided full access to personal health information for 92 per cent of requests in 2022.

Health privacy breaches

- According to annual statistics submitted by health information custodians, there were 9,998 breaches of personal health information in 2022.
- Unauthorized disclosure continues to be a leading cause of health privacy breaches, with 3,989 (or 46 per cent) resulting from misdirected faxes. While this represents a slight decrease from



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2021, misdirected faxes still account for the majority of unauthorized disclosure breaches in the health sector.

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

- In 2022, service providers subject to Part X of the CYFSA received 9,923 requests for personal information, slightly less from 2021, when 9,980 requests were received.
- Overall, the child and family services sector completed 6,653 requests within 30 days, representing 71 per cent of cases.
- Full access to records was provided for 1,926 requests for personal information in 2022, representing 17 per cent of cases.

Privacy breaches in the child, youth, and family services sector

- The child and family services sector reported 451 breaches of personal information in 2022, compared to 508 in 2021.
- Of these, unauthorized disclosure was the leading cause of breaches in 335 cases (or 74 per cent of cases). Of these, 169 were due to misdirected emails and 41 resulted from misdirected faxes.

IPC tribunal statistics

Overall, the IPC opened 2,574 files in 2022 and closed 2,857. This is the second year in a row (since 2017) that the IPC closed more files than we opened.

Access appeals opened, closed

- In 2022, 1,258 access appeals were opened. Of the appeals opened, 55 per cent related to requests for information under MFIPPA and 45 per cent were requests for information under FIPPA.
- Appeals for access to general records made up the majority of all appeals, at 75 per cent.
- The IPC closed 1,347 appeals in 2022, compared to 1,356 the year before.
- In 2022, 17 per cent of appeals were resolved at early resolution and 59 per cent through mediation. Less than a quarter of all appeals proceeded to adjudication.

Outcome of appeals

- Of the 262 appeals closed by way of order by an IPC adjudicator in 2022, 65 per cent upheld the institution's decision, 20 per cent partially upheld the institution's decision, 13 per cent did not uphold the institution's decision, and less than one per cent were dismissed after representations.

FIPPA/MFIPPA privacy complaints and self-reported breaches

- The IPC opened 340 files related to privacy complaints and breaches reported by public institutions in 2022. Of those, 219 related to the municipal sector, and 121 related to the provincial sector. Overall, the IPC resolved 450 privacy files in 2022, an increase from 373 in 2021.

PHIPA health files

- The IPC opened 865 files related to health privacy in 2022. Of those, 493 involved privacy breaches, including 163 (or 33 per cent) related to misdirected or lost personal information, 122 (or 25 per cent) due to unauthorized collection, use or disclosure, and 143 (or 29 per cent) related to snooping. Cyberattacks were the cause of 29 breaches reported to the IPC by the health sector compared with 32 breaches reported in the previous year.
- Of the remaining health privacy files, 180 related to access or correction complaints and 163 related to collection, use or disclosure complaints. The IPC initiated 29 files related to collection, use, and disclosure.
- The IPC closed 965 health privacy files in 2022.

Part X of CYFSA files

- In 2022, the IPC opened 92 privacy-related files under the CYFSA, a 44 per cent decrease from 2021. Of those, 46 files related to privacy breaches reported by the child and family services sector, including misdirected or lost personal information (33 per cent), general unauthorized disclosure (33 per cent), and snooping (17 per cent).
- Of the remaining CYFSA privacy files opened in 2022, 27 were access or correction complaints, 17 were collection, use or disclosure complaints, and two were IPC-initiated collection, use and disclosure complaints.

All sectors: cyberattacks and snooping

- In 2022, the IPC received 50 reports of cyberattacks across all sectors. Throughout 2022, cyberattack incidents reported to our office, including ransomware, were more complex than in previous years, and had greater impact on a broad range of institutions, including school boards, municipalities, and health care and child and family service providers.
- Snooping cases increased by 20 per cent over last year, across all sectors, continuing to seriously undermine public trust in Ontario's public institutions.

Additional resources:

- [News release](#)
- [2022 Annual Report](#)
- [Statistics reported to the IPC in 2022](#)

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