

ANNUAL REPORT  
on the  
*Privacy Act*  
2003 – 2004

## Introduction...

The creation of the Canadian Air Transport Security Authority (CATSA) in April 2002 was the centrepiece of the Government of Canada's response to the events of September 11, 2001 and part of a \$2.2 billion package (over five years) for aviation security initiatives contained in the December 2001 budget. Established on April 1, 2002, through Bill C-49, CATSA is responsible for several key aviation security services.

Specifically, CATSA's mission is to protect the public by securing critical elements of the air transportation system as assigned by the government.

Since CATSA was only recently established as a Crown corporation, this is the first annual report on the *Privacy Act* that CATSA has tabled in Parliament.

## Highlights and accomplishments ...

As a new organization, CATSA is always working to perfect its programs. In the 2003-2004 fiscal year, CATSA gradually developed its Access to Information and Privacy program with a view to creating a team of professionals who could assume the key legislative responsibilities around access to information and privacy issues.

CATSA recognizes the importance of the time limits stipulated in the *Privacy Act*. In January 2004, CATSA purchased the ATIPflow software. This acquisition proved to be an important step in improving CATSA's administration of requests for the Access to Information and Privacy program. Thanks to ATIPflow, the program is now able to manage requests made to CATSA much more efficiently.

Despite the addition of a part time resource and software, as a new Crown corporation CATSA finds it challenging to meet the statutory time limits of the *Act*.

## Statistical report and trends ...

As the enclosed statistical report shows in the 2003-2004 fiscal year, CATSA received two (2) requests under the *Privacy Act*. One (1) request was processed during the reporting period while the other was carried forward to the current fiscal year.

The request for access to personal information referred to CATSA in 2003-2004 could not be processed because there were no records relating to the request.

The request was processed within 61 to 120 days.

During the reporting period, CATSA extended the time limit provided in the *Privacy Act* for the request that was being processed because the consultations required to follow up the request meant that processing could not be completed within the statutory 30-day limit.

## Complaints and investigations ...

The Privacy Commissioner of Canada received no complaints in the 2003-2004 fiscal year concerning requests for access to personal information processed by CATSA.

## Organization of activities and procedures ...

CATSA is based in the National Capital Region and employs approximately 150 persons.

The organisation is headed by Jacques Duchesneau, President and Chief Executive Officer. Mr. Duchesneau is also the person designated as head of CATSA for the purposes of the *Privacy Act*.

The Director of Communications is responsible for CATSA's Access to Information and Privacy program. In CATSA's organizational structure for the 2003-2004 fiscal year, the Communications Division is under the Corporate Affairs Branch, whose Vice-President reports directly to the President and Chief Executive Officer.

In addition to her communications responsibilities, the Director of Communications serves as Access to Information and Privacy Coordinator. Thus, CATSA's Access to Information and Privacy program has a coordinator and a communications analyst who are responsible for administering requests received by the organization.

Regarding the information management, CATSA believes that sound management of records and information is a prerequisite to the successful application of the *Privacy Act* and a key component of good governance.

It should be observed that the Administrative Services, Information Technology and Information Management program currently uses the Subject Classification System (SCS) to define CATSA's programs and functions. The SCS is also used in organizing official records.

It is also noteworthy that the organization's Information Management division is working with Library and Archives Canada on the new functional classification system for government records. This approach will further increase record-keeping efficiency by offering the option of tailoring the system to CATSA's programs. The new approach will continue to ensure CATSA's compliance with the *Privacy Act*.

Like any responsible organization, CATSA has established institutional procedures for the requests for access to personal information it receives. These procedures provide that once the requests are entered in the management information system, they go directly to the Access to Information and Privacy Coordinator. Program staff take care of the administrative and statutory duties related to access to personal information, particularly coordinating the collection of records, consulting, issuing notices of extension, reviewing records, coordinating approvals, and drafting replies.

The Access to Information and Privacy program coordinates the retrieval of the requested records from the organization's other programs. The program is responsible for reviewing

records relating to the request and applying the exemptions and/or exclusions provided under the *Act*.

Once all the exemptions and/or exclusions have been identified, the program coordinates the executive approval process. The process established by the organization provides that first, the access to information and privacy coordinator approves the exemptions and/or exclusions, then the records go to the director of the program concerned for approval, next to the vice-president of the program concerned, and finally to the President and Chief Executive Officer for final approval, as the person responsible for the application of the *Privacy Act* at CATSA.

Once the senior management approvals have been obtained, the Access to Information and Privacy Program prepares the records to be disclosed and a reply is sent to the applicant by the coordinator.

CATSA's Access to Information and Privacy program realizes that it is essential to ensure ongoing employee training on our obligations under the *Privacy Act*. On a regular basis, the program ensures that CATSA employees receive training on the importance of sound information and records management to ensure the organization's compliance with the *Privacy Act*. In the 2003-2004 fiscal year, the program coordinator organized an information session for CATSA executives to raise their awareness of the importance and scope of the *Privacy Act*.

## Initiatives...

In order to more effectively carry out its mandate, a Communications Centre has been set up at CATSA headquarters. The Communications Centre will exercise ongoing monitoring of critical security points, using cameras linking the Centre with the screening checkpoints in Canadian airports.

For this project, CATSA conducted a Preliminary Privacy Impact Assessment (PPIA), to ensure that the privacy of personal information would be respected. The PPIA identifies risks to privacy and discusses risk reduction measures.

These measures include the location of cameras, restricted access to the Communications Centre, the limitation period for retaining images, and the monitoring exercised by the organization's Information Technology services.

The PPIA was submitted to the Office of the Privacy Commissioner of Canada in March 2004, and CATSA expects to receive the Commissioner's comments shortly.

CATSA intends to continue to collaborate fully with the Office of the Commissioner to show Canadians that the organization respects their privacy and places a priority on protecting personal information used in programs and services for Canadians.

## Conclusion...

CATSA recognizes and respects the fundamental principle behind the *Privacy Act*: to provide individuals with access to personal information about them held by a government institution.

CATSA promises not only to meet its key statutory responsibilities and obligations around access to information and privacy, but also to strive to continually improve its performance in processing requests for access to personal information.



RAPPORT CONCERNANT LA LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

Institution <b>CANADIAN AIR TRANSPORT SECURITY AUTHORITY</b> <b>ADMINISTRATION CANADIENNE DE LA SÛRETÉ DU TRANSPORT AÉRIEN</b>	Reporting period / Période visée par le rapport <b>4/1/2003 to/à 3/31/2004</b>
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**I** Requests under the Privacy Act / Demandes en vertu de la Loi sur la protection des renseignements personnels

Received during reporting period / Reçus pendant la période visée par le rapport	2
Outstanding from previous period / En suspens depuis la période antérieure	0
<b>TOTAL</b>	<b>2</b>
Completed during reporting period / Traitées pendant la période visée par le rapport	1
Carried forward / Reportées	1

**II** Disposition of requests completed / Disposition à l'égard des demandes traitées

1. All disclosed / Communication totale	0
2. Disclosed in part / Communication partielle	0
3. Nothing disclosed (excluded) / Aucune communication (exclusion)	0
4. Nothing disclosed (exempt) / Aucune communication (exemption)	0
5. Unable to process / Traitement impossible	1
6. Abandoned by applicant / Abandon de la demande	0
7. Transferred / Transmission	0
<b>TOTAL</b>	<b>1</b>

**III** Exemptions invoked / Exceptions invoquées

S. Art. 18(2)	0
S. Art. 19(1)(a)	0
(b)	0
(c)	0
(d)	0
S. Art. 20	0
S. Art. 21	0
S. Art. 22(1)(a)	0
(b)	0
(c)	0
S. Art. 22(2)	0
S. Art. 23(a)	0
(b)	0
S. Art. 24	0
S. Art. 25	0
S. Art. 26	0
S. Art. 27	0
S. Art. 28	0

**IV** Exclusions cited / Exclusions citées

S. Art. 69(1)(a)	0
(b)	0
S. Art. 70(1)(a)	0
(b)	0
(c)	0
(d)	0
(e)	0
(f)	0

**V** Completion time / Délai de traitement

30 days or under / 30 jours ou moins	0
31 to 60 days / De 31 à 60 jours	0
61 to 120 days / De 61 à 120 jours	1
121 days or over / 121 jours ou plus	0

**VI** Extensions / Prorogations des délais

	30 days or under / 30 jours ou moins	31 days or over / 31 jours ou plus
Interference with operations / Interruption des opérations	0	0
Consultation	1	0
Translation / Traduction	0	0
<b>TOTAL</b>	<b>1</b>	<b>0</b>

**VII** Translations / Traductions

Translations requested / Traductions demandées	0
Translations prepared / Traductions préparées	0
English to French / De l'anglais au français	0
French to English / Du français à l'anglais	0

**VIII** Method of access / Méthode de consultation

Copies given / Copies de l'original	0
Examination / Examen de l'original	0
Copies and examination / Copies et examen	0

**IX** Corrections and notation / Corrections et mention

Corrections requested / Corrections demandées	0
Corrections made / Corrections effectuées	0
Notation attached / Mention annexée	0

**X** Costs / Coûts

	Financial (all reasons) / Financiers (raisons) (\$000)
Salary / Traitement	5,000.0
Administration (O and M) / Administration (fonctionnement et maintien)	150.0
<b>TOTAL</b>	<b>5,150.0</b>
<b>Person year utilization (all reasons) / Années-personnes utilisées (raisons)</b>	
Person year (decimal format) / Années-personnes (nombre décimal)	0.10