

2024-2025

Annual Report

Administration of the **Access to
Information and Protection of the
Privacy Act, 2015**

ATIPP Office



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MESSAGE FROM THE MINISTER

As the Minister responsible for the **Access to Information and Protection of Privacy Act, 2015** (ATIPPA, 2015), I am pleased to present the Annual Report for 2024-25.

Government departments, municipalities, and other public bodies continue to receive high volumes of requests, with 4,330 requests – an increase of 14.7 per cent in requests from the previous year. These requests were fulfilled free of charge, enhancing government transparency and accountability.

The Access to Information and Protection of Privacy (ATIPP) Office has taken on an expanded role and is now responsible for supporting government departments in fulfilling their obligations under ATIPPA, 2015 and supporting applicants through the access to information request process. With a strong emphasis on comprehensive education, the ATIPP Office is dedicated to establishing high standards in how requests are processed across the public sector.

Part of the ATIPP Office's expanded mandate includes an increased focus on safeguarding personal information. By prioritizing the protection of privacy, the office aims to strengthen overall safeguards within public bodies that handle personal information of Newfoundlanders and Labradorians, ensuring support for all public bodies in upholding privacy rights.

The ATIPP Office continues to oversee the implementation and coordination of ATIPPA, 2015, providing oversight, support, and guidance to public bodies.

Recognizing the increased demands on municipalities, the ATIPP Office is continuing to provide enhanced support to municipalities by increasing the office's capacity to provide assistance in responding to access requests and privacy matters.

Access and privacy professionals play an important role in maintaining transparency and privacy protection. I want to thank these professionals for their dedication and invaluable contributions to safeguarding privacy and promoting openness and transparency.

Hon. Helen Conway Ottenheimer
Minister Responsible for Access to Information and Protection of Privacy
Minister of Justice and Public Safety
Attorney General
Minister Responsible for the Human Rights Commission

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2024-25 ATIPPA Overview

The **Access to Information and Protection of Privacy Act, 2015** (ATIPPA, 2015) outlines how public bodies in Newfoundland and Labrador must handle access to information requests and safeguard personal data. The ATIPP Office supports public bodies in meeting legislative requirements and tracks their compliance, as detailed in this report.

Public bodies include departments, agencies, boards, commissions, Crown corporations, health care and educational bodies, and municipalities.

Assisting Public Bodies

The ATIPP Office assists public bodies by:

- Operating a helpline for public bodies and the general public with questions about access and privacy;
- Creating and delivering training for access and privacy coordinators, municipal staff, and other public body employees;
- Hosting Communities of Practice sessions for coordinators across the province;
- Maintaining policy manuals and developing issue-specific guidance;
- Supporting public bodies in assessing and responding to privacy breaches, as needed;
- Reviewing privacy assessments of programs and services and making recommendations to ensure compliance and mitigate privacy risks.

Oversight and Monitoring

The ATIPP Office also monitors compliance with ATIPPA, 2015 by:

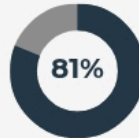
- Tracking statistics on access requests, including outcomes, costs, and response times;
- Documenting privacy assessments received and reviewed;
- Tracking and analyzing privacy breaches reported to the Office.

Detailed statistics for the 2024-25 fiscal year (April 1, 2024 – March 31, 2025) are available at: <https://www.gov.nl.ca/atipp/publications/>.

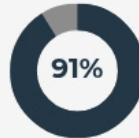
ATIPPA, 2015

2024-25 FISCAL YEAR
FACTS & FIGURES

Timelines



of government departments responded to requests within legislated timelines



of public bodies responded to requests within legislated timelines



4330

Access to information requests received



14.7%

Year-Over-Year Increase



83 Privacy Assessments

Conducted to identify risks and protect personal information under privacy law provisions



98 Training Sessions Held in Person and Online

Over 1600 Participants



Access to Information

ATIPPA, 2015 supports openness and transparency in government and public bodies by allowing individuals to request access to information, whether it's about themselves (personal requests) or government operations (general requests) from over 450 public bodies across Newfoundland and Labrador.

2024-25 Highlights

Building Capacity

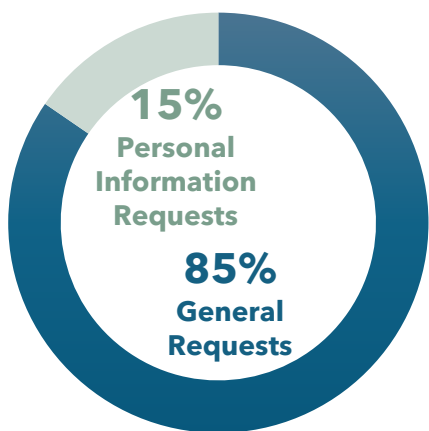
In 2024-25, the Government of Newfoundland and Labrador began the implementation of a centralized access to information service delivery model. This new structure will enhance the ability of government access to information coordinators to process the increasing number of requests efficiently and effectively. In addition, enhanced supports for municipalities and other public bodies will improve access and privacy training and advisory services.

Number of Requests Received

In the 2024-25 fiscal year, a total of 4,330 access requests were made to government departments and other public bodies. Overall, there has been a 38 per cent increase in the number of access requests received by government departments and public bodies over a five-year period (2020-21 to 2024-25).

During the 2024-25 fiscal year, general access requests represented most access to information requests received by all public bodies. A look at the 20 years since the Act came into force shows an overall increase in the number of access requests received by departments and public bodies.

2024-25 saw the highest number of requests with 4,330 requests, as compared with 2005-06 where 426 requests were received.



Of the 4,330 requests received in 2024-25, the Government of Newfoundland and Labrador received 2,483 (57 per cent) requests, while other public bodies received 1,847 (43 per cent) requests. Of the requests made to government departments and other public bodies, 653 (15 per cent) were for personal information - people asking for their own information. The remaining 3,677 (85 per cent) were general requests for records.

Total number of requests received (April 1, 2024 to March 31, 2025)

Request type	Total	%
General requests to a government department	2292	53%
General requests to a public body	1385	32%
Personal information requests to a government department	191	4%
Personal information requests to a public body	462	11%
TOTAL	4330	100%

Response Times for Access Requests

During the 2024-25 fiscal year:

- departments responded to 81 per cent of requests within legislated timelines; and
- public bodies responded to 91 per cent of requests within legislated timelines.

Response timelines for all requests (April 1, 2024 to March 31, 2025)

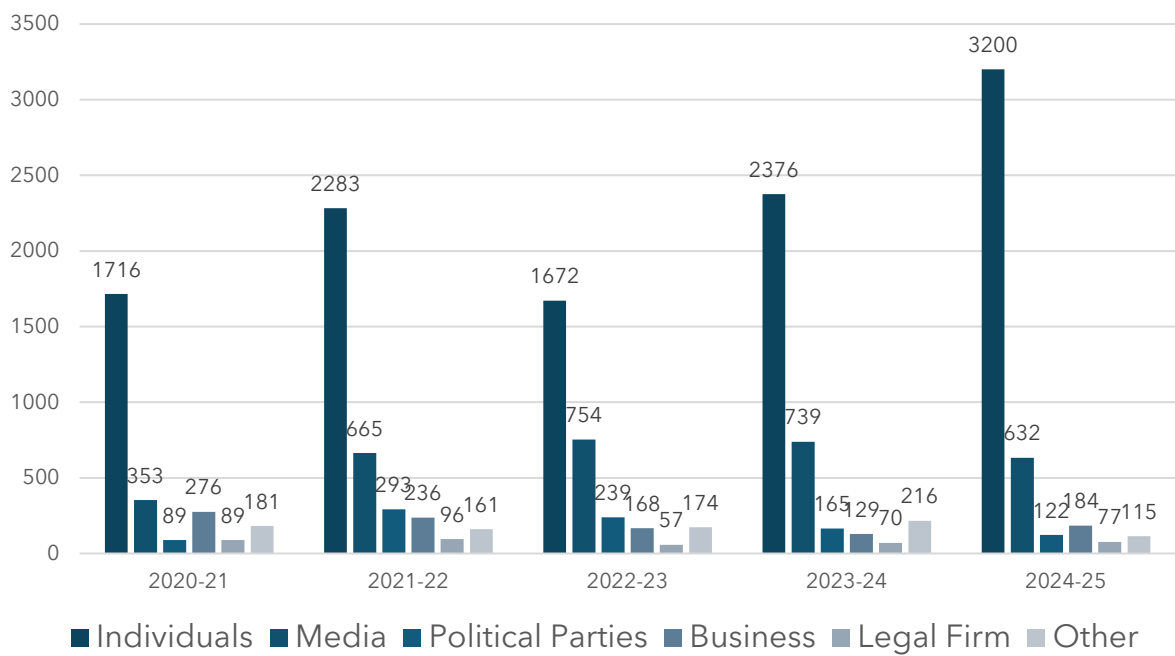
Timelines	Departments	Public bodies	Total	%
Met timeline	1702	1577	3279	76%
Met timeline with extension	308	104	412	9%
Timeline not met	470	166	636	15%
Not closed	3	0	3	<1%
Total	2483	1847	4330	100%

Requests Submitted by Applicant Type

Many applicants make access to information requests each year. Applicants are divided into eight categories: individuals, media, political parties, businesses, legal firms, interest groups, academic/researchers, and other public bodies (Note: interest groups, academic/researchers, and other public bodies are grouped together as 'other' below).

Individuals, media, and political parties made the largest number of requests in 2024-25.

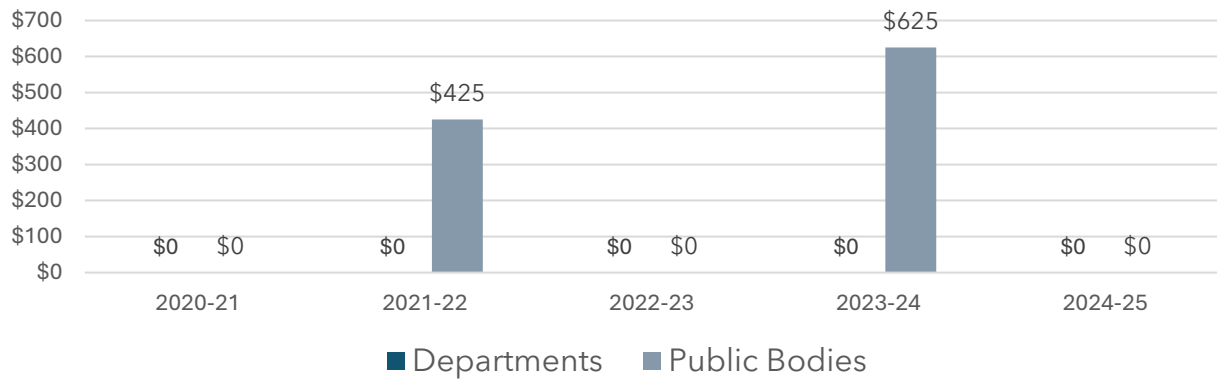
Requests by applicant type for departments and other public bodies by fiscal year



Processing Costs Paid for Access Requests

There were no costs paid for access requests in 2024-25.

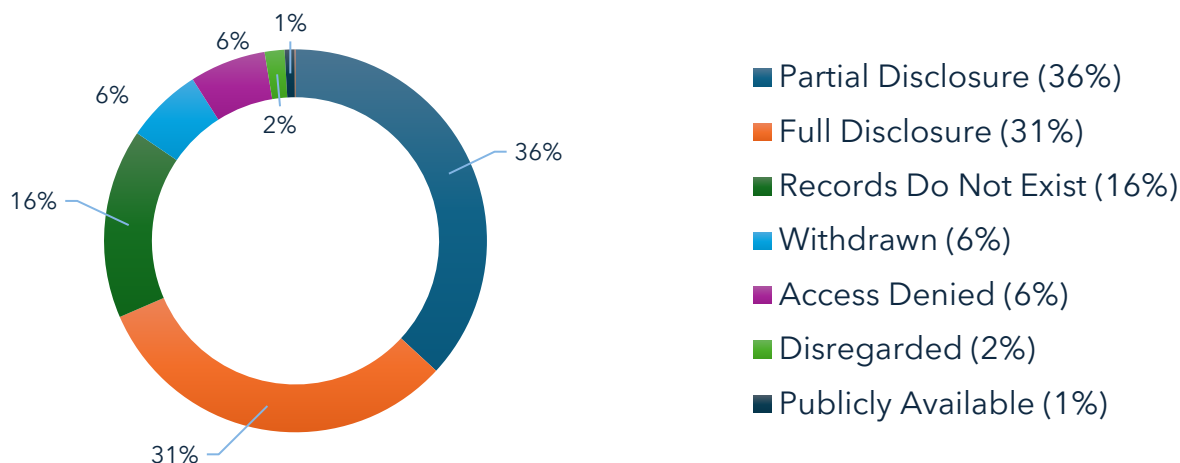
Costs paid (rounded) by departments and other public bodies by fiscal year



Outcomes of Requests

The chart below shows the outcome of requests made to departments and other public bodies in 2024-25. The majority (67 percent) resulted in partial disclosure (36 per cent) or full disclosure (31 per cent).

Outcome of access requests responded to by departments and other public bodies



All requests by final outcome (April 1, 2024 to March 31, 2025)

Final outcome	Departments	Other Public bodies	Total	%
Partial disclosure	923	659	1582	37%
Full disclosure	665	692	1357	31%
No responsive records	510	177	687	16%
Access denied	51	225	276	6%
Withdrawn	221	57	278	6%
Publicly available	24	14	38	1%
Disregarded	54	18	72	2%
Other	28	1	29	1%
Neither confirm/deny	2	3	5	<1%
Abandoned	2	1	3	<1%
Not closed	3	0	3	<1%
Total	2483	1847	4330	101%

Note: Percentages may not add up to 100% due to rounding.

Exceptions to disclosure for all requests by departments and other public bodies (April 1, 2024 to March 31, 2025)

Section of the ATIPP Act	Total	%
Mandatory		
s.27 - Cabinet Confidences	79	2%
s.33 - Information from a Workplace Investigation	20	1%
s.39 - Disclosure Harmful to Business Interests of a Third Party	94	3%
s.40 - Disclosure Harmful to Personal Privacy	1323	35%
s.41 - Disclosure of House of Assembly Service and Statutory Office Records	6	<1%
Discretionary		
s.28 - Local Public Body Confidences	43	1%
s.29 - Policy Advice or Recommendations	674	18%
s.30 - Legal Advice	260	7%
s.31 - Disclosure Harmful to Law Enforcement	504	13%
s.32 - Confidential Evaluations	26	1%
s.34 - Disclosure Harmful to Intergovernmental Relations or Negotiations	221	6%
s.35 - Disclosure Harmful to Financial or Economic Interests of a Public Body	396	11%
s.36 - Disclosure Harmful to Conservation	2	<1%
s.37 - Disclosure Harmful to Individual or Public Safety	89	2%
s.38 - Disclosure Harmful to Labour Relations Interests of Public Body as Employer	23	1%
Total (mandatory and discretionary)	3760	100%

Request for Correction of Personal Information

An individual who believes there is an error or omission in their personal information on record with a department or public body may request that the relevant public body correct the information (s.10 of ATIPPA, 2015).

No requests for correction of personal information were reported to the ATIPP Office for the period of April 1, 2024 - March 31, 2025.

House of Assembly and Statutory Offices Statistics

Type and Volume of Requests

During 2024-25, the House of Assembly and Statutory Offices received a total of 25 requests.

Requests to House of Assembly and Statutory Offices (April 1, 2024 to March 31, 2025)

Office	General requests	Personal requests	Total
Commissioner of Legislative Standards	1	0	1
House of Assembly	7	0	7
Office of the Chief Electoral Officer	3	0	3
Office of the Citizens' Representative	1	0	1
Office of the Information and Privacy Commissioner	6	7	13
Office of the Seniors' Advocate	0	0	0
Total	18	7	25
Percentage %	72%	28%	100%

Costs

There were no fees paid for House of Assembly or Statutory Office access requests.

Final Outcomes

Of the 25 requests responded to by the House of Assembly and Statutory Offices, 12 (48 per cent) resulted in full or partial disclosure, 4 (16 per cent) were for records that did not exist, and access was denied in 8 (32 per cent) requests.

Final outcome by House of Assembly and Statutory Offices (April 1, 2024 to March 31, 2025)

Office	Partial disclosure	Full disclosure	No responsive records	Access denied	Publicly available	Refuse to confirm or deny	Total
Commissioner of Legislative Standards	0	1	0	0	0	0	1
House of Assembly	3	2	1	0	1	0	7
Office of the Chief Electoral Officer	0	1	2	0	0	0	3
Office of the Citizens' Representative	0	0	0	1	0	0	1
Office of the Information and Privacy Commissioner	3	2	1	7	0	0	13
Office of the Seniors' Advocate	0	0	0	0	0	0	0
Total by Type of Request	6	6	4	8	1	0	25
Percentage %	24%	24%	16%	32%	4%	0%	100%

Exceptions to Disclosure

Mandatory exceptions were used in 14 (88%) instances. Discretionary exceptions were used in 2 (13%) instances.

Exceptions used for House of Assembly and Statutory Offices (April 1, 2024 to March 31, 2025)

Section of the ATIPP Act	Total	Percentage %
Mandatory		
s.27 - Cabinet Confidences	0	0%
s.33 - Information from a Workplace Investigation	0	0%
s.39 - Disclosure Harmful to Business Interests of a Third Party	0	0%
s.40 - Disclosure Harmful to Personal Privacy	4	25%
s.41 - Disclosure of House of Assembly Services and Statutory Office Records	10	63%
Discretionary		
s.28 - Local Public Body Confidences	0	0%
s.29 - Policy Advice or Recommendations	0	0%
s.30 - Legal Advice	0	0%
s.31 - Disclosure Harmful to Law Enforcement	1	6%
s.32 - Confidential Evaluations	0	0%
s.34 - Disclosure Harmful to Intergovernmental Relations or Negotiations	0	0%
s.35 - Disclosure Harmful to Financial or Economic Interests of a Public Body	1	6%
s.36 - Disclosure Harmful to Conservation	0	0%
s.37 - Disclosure Harmful to Individual or Public Safety	0	0%
s.38 - Disclosure Harmful to Labour Relations Interests of Public Body as Employer	0	0%
Total (mandatory and discretionary)	16	100%

Note: Percentages may not add up to 100% due to rounding.

Response Time

The table below gives an overview of timelines for House of Assembly or Statutory Office requests.

Response timelines for House of Assembly or Statutory Offices (April 1, 2024 to March 31, 2025)

Office	Met timeline	Not met	Total
Commissioner of Legislative Standards	1	0	1
House of Assembly	7	0	7
Office of the Chief Electoral Officer	3	0	3
Office of the Citizens' Representative	1	0	1
Office of the Information and Privacy Commissioner	13	0	13
Office of the Seniors' Advocate	0	0	0
Total	25	0	25
Percentage %	100%	0%	100%

Request for Correction of Personal Information

No requests for correction of personal information were reported by the House of Assembly or Statutory Offices for the period of April 1, 2024 - March 31, 2025.

Protection of Privacy

The ATIPP Office has dedicated resources to provide privacy advice to public bodies, provide privacy training, as well as review and provide recommendations on Preliminary Privacy Impact Assessments (PPIAs) and Privacy Impact Assessments (PIAs). Additionally, these staff undertake functions such as:

- Assisting access and privacy coordinators as needed;
- Conducting privacy breach tracking;
- Supporting privacy breach response processes, as needed; and
- Offering Privacy Management Program guidance.

Government departments must complete privacy assessments on new programs and services which are reviewed by the ATIPP Office which makes recommendations to ensure privacy compliance. The ATIPP Office also provides support and feedback to other public bodies completing privacy assessments, when requested.

2024-25 Highlights

Building Capacity

The ATIPP Office is expanding its capacity to help public bodies meet growing privacy demands. This will enable better support for public bodies in fulfilling their privacy obligations.

Privacy Protection Training

Training government employees in privacy principles is key to protecting personal information. This includes offering online and in-person courses on privacy basics.

Privacy Assessments

Privacy assessments help public bodies evaluate the privacy implications of a program or service. By completing a privacy assessment, organizations demonstrate transparency about the types of personal data they collect, who can access it, and how it is stored.

Number of Privacy Assessments Received (April 1, 2024 - March 31, 2025)

Privacy Assessments	TOTAL
Privacy Impact Assessments	7
Preliminary Privacy Impact Assessments	76
Total	83

Key Figures

Any new government programs must undergo a preliminary privacy impact assessment (PPIA) or a full privacy impact assessment (PIA) to identify potential privacy risks and ensure compliance with the privacy provisions of the Act. In 2024-25, the ATIPP Office reviewed 83 privacy assessments of new or existing programs and services to ensure the protection of personal information, and delivered 15 sessions focused on privacy protection.

Issues Identified by OIPC

No systemic issues were identified by the Office of the Information and Privacy Commissioner (OIPC) in their 2023-24 Annual report.

