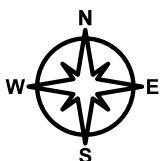


Access and Privacy: Cornerstones of a Digital Ontario

2021 STATISTICAL REPORT



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 55,578 freedom of information (FOI) requests filed across Ontario in 2021, an increase of more than 26 percent from 2020, when 44,167 requests were filed.

Total FOI requests filed by jurisdiction and records type

	Personal information	General records	Total
Municipal	15,832	14,993	30,825
Provincial	8,806	15,947	24,753
Total	24,638	30,940	55,578

Total FOI requests completed by jurisdiction and records type

	Personal information	General records	Total
Municipal	15,668	14,938	30,606
Provincial	8,753	10,611	19,364
Total	24,421	25,549	49,970

Total FOI requests completed by source and jurisdiction

Source	Municipal	Provincial	Total
Individual/public	17,732	5,010	22,742
Individual by agent	7,269	6,179	13,448
Business	3,554	6,675	10,229
Academic/researcher	89	166	255
Association/group	280	372	652
Media	348	591	939
Government (all levels)	887	218	1,105
Other	447	153	600
Total requests	30,606	19,364	49,970

Outcome of requests by jurisdiction

Source	Municipal	Provincial	Total
All information disclosed	6,785	3,797	10,582
Information disclosed in part	15,880	6,628	22,508
No information disclosed	3,534	2,084	5,618
No responsive records exist	2,797	5,080	7,877
Request withdrawn, abandoned or non-jurisdictional	1,683	1,802	3,485
Total requests	30,679	19,391	50,070

Total fees collected and waived by jurisdiction

	Municipal	Provincial	Total
Total application fees collected	\$170,626.14	\$119,482.80	\$290,108.94
Total additional fees collected	\$321,524.28	\$321,060.29	\$642,584.57
Total	\$492,150.42	\$440,543.09	\$932,693.51
Total fees waived	\$59,770.26	\$29,678.48	\$89,448.74

Average cost of municipal requests

	2017	2018	2019	2020	2021
Personal information	\$9.92	\$10.37	\$9.50	\$8.66	\$7.62
General records	\$24.50	\$22.20	\$26.05	\$23.61	\$24.95

Average cost of provincial requests

	2017	2018	2019	2020	2021
Personal information	\$4.02	\$14.31	\$9.76	\$7.90	\$6.37
General records	\$25.53	\$30.74	\$38.50	\$59.73	\$36.26

Provincial compliance

Overall provincial compliance:



Provincial institutions that received the highest number of requests in 2021

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ministry of the Environment, Conservation and Parks	8,820	4,009	50	1.2	1.4	3,846	95.9
Ministry of the Solicitor General	6,329	6,184	5,307	85.8	94.6	236	3.8
Ministry of Children, Community and Social Services	3,251	3,443	2,745	79.7	81.7	270	7.8
Ministry of Labour, Training and Skills Development	1,284	1,253	1,109	88.5	94.4	39	3.1
Ministry of Government and Consumer Services	540	464	303	65.3	67.5	118	25.4
Ministry of Transportation	494	432	347	80.3	87.7	40	9.3
Ministry of the Attorney General	441	358	309	86.3	99.2	7	2
Ministry of Health	360	251	157	62.5	90	35	13.9
Workplace Safety and Insurance Board	359	317	235	74.1	99.7	32	10.1
Ministry of Northern Development, Mines, Natural Resources and Forestry	176	150	82	54.7	75.3	21	14

* 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	%	Extended compliance %*	Over 90 days	%
Ministry of the Environment, Conservation and Parks	8,820	4,009	50	1.2	1.4	3,846	95.9
Ministry of the Solicitor General	6,329	6,184	5,307	85.8	94.6	236	3.8
Ministry of Children, Community and Social Services	3,251	3,443	2,745	79.7	81.7	270	7.8
Ministry of Labour, Training and Skills Development	1,284	1,253	1,109	88.5	94.4	39	3.1
Ministry of Government and Consumer Services	540	464	303	65.3	67.5	118	25.4
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Ministry of Health	360	251	157	62.5	90	35	13.9
Workplace Safety and Insurance Board	359	317	235	74.1	99.7	32	10.1
Ministry of Northern Development, Mines, Natural Resources and Forestry	176	150	82	54.7	75.3	21	14
Ministry of Education	158	144	87	60.4	98.6	10	6.9
The Cabinet Office	140	95	41	43.2	89.5	17	17.9
Ministry of Municipal Affairs and Housing	131	60	42	70	76.7	7	11.7
Ministry of Colleges and Universities	127	132	102	77.3	98.5	14	10.6
Ministry of Finance	102	101	59	58.4	82.2	18	17.8
Metrolinx	86	60	18	30	98.3	33	55
Legal Aid Ontario	74	75	66	88	100	0	0
LCBO	70	71	69	97.2	97.2	2	2.8
Infrastructure Ontario	62	46	34	73.9	100	0	0
Pay Equity Commission	59	59	59	100	100	0	0
Ontario Lottery and Gaming Corporation	57	61	48	78.7	96.7	3	4.9
Ministry of Long-Term Care	54	47	15	31.9	63.8	20	42.6
Ministry of Heritage, Sport, Tourism and Culture	44	43	23	53.5	86	7	16.3
Ministry of Economic Development, Job Creation and Trade	43	44	20	45.5	100	9	20.5
Ministry of Agriculture, Food and Rural Affairs	42	47	24	51.1	91.5	11	23.4
Ontario Power Generation Inc.	41	47	32	68.1	95.7	8	17
Financial Services Regulatory Authority of Ontario	39	31	22	71	100	3	9.7
Ontario Human Rights Commission	38	38	31	81.6	81.6	3	7.9

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

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ministry of Indigenous Affairs	33	23	18	78.3	91.3	4	17.4
Ministry of Infrastructure	28	28	20	71.4	100	2	7.1
Treasury Board Secretariat	26	26	20	76.9	100	3	11.5
Landlord and Tenant Board	26	24	20	83.3	91.7	1	4.2
Ontario Health	23	21	17	81	100	0	0
Ontario Agency for Health Protection and Promotion	22	20	17	85	85	3	15
Ontario Cannabis Retail Corporation	19	14	6	42.9	100	5	35.7
Independent Electricity System Operator	15	17	5	29.4	70.6	10	58.8
Ontario Securities Commission	14	14	6	42.9	92.9	4	28.6
Ministry of Energy	13	10	5	50	100	5	50
Niagara Escarpment Commission	12	13	7	53.8	84.6	0	0
The Niagara Parks Commission	11	9	9	100	100	0	0
Ontario Parole Board	10	10	10	100	100	0	0
Ontario Trillium Foundation	9	7	4	57.1	100	0	0
Ministry of Intergovernmental Affairs	7	9	5	55.6	100	2	22.2
Ministère des Affaires francophones	7	5	2	40	80	1	20
Ontario Clean Water Agency	6	6	5	83.3	100	0	0
Human Rights Tribunal of Ontario	6	5	0	0	80	1	20
Education Quality and Accountability Office	5	5	4	80	100	0	0
Ministry for Seniors and Accessibility	5	4	2	50	100	0	0
Ontario Northland Transportation Commission	5	4	3	75	100	0	0
Ontario Energy Board	4	9	4	44.4	77.8	3	33.3
Criminal Injuries Compensation Board	4	4	4	100	100	0	0
Patient Ombudsman	4	4	3	75	100	0	0
Royal Ontario Museum	4	4	4	100	100	0	0
Social Benefits Tribunal	4	4	1	25	75	0	0
Ontario Financing Authority	3	3	1	33.3	100	1	33.3
Ontario Civilian Police Commission	3	2	0	0	100	0	0
Consent and Capacity Board	2	2	2	100	100	0	0
Financial Services Tribunal	2	2	2	100	100	0	0
Home and Community Care Support Services Erie St. Clair	2	2	2	100	100	0	0
Home and Community Care Support Services Central West	2	2	0	0	100	0	0

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

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Keewatin-Patricia District School Board	2	2	2	100	100	0	0
Mississauga Halton Local Health Integrated Network	2	2	1	50	100	1	50
Ontario Tourism Marketing Partnership Corporation	2	2	0	0	100	1	50
St. Joseph's Villa	2	2	2	100	100	0	0
St. Lawrence Parks Commission	2	2	1	50	100	0	0
The Order of Ontario Advisory Council	2	2	1	50	100	1	50
Workplace Safety and Insurance Appeals Tribunal	2	2	2	100	100	0	0
Central Local Health Integration Network	1	2	0	0	100	1	50
Champlain Local Health Integration Network	1	2	1	50	100	0	0
Agricorp	1	1	1	100	100	0	0
Conseil scolaire public du Nord-Est de l'Ontario	1	1	0	0	0	0	0
Higher Education Quality Council of Ontario	1	1	1	100	100	0	0
Licence Appeal Tribunal	1	1	0	0	100	0	0
Ministry of Legislative Affairs	1	1	1	100	100	0	0
North Simcoe Muskoka Local Health Integration Network	1	1	1	100	100	0	0
Villa St. Gabriel Villa	1	1	1	100	100	0	0
Waterloo Wellington Local Health Integration Network	1	1	1	100	100	0	0
North East Local Health Integration Network	0	5	0	0	100	5	100
Crown Employees Grievance Settlement Board	0	2	0	0	0	2	10
Toronto Central Local Health Integration Network	0	2	0	0	100	2	100
Central East Local Health Integration Network	0	1	0	0	0	1	100
McMichael Canadian Art Collection	0	1	1	100	100	0	0
Ontario Science Centre	1	0	0	0	0	0	0
Total	23,782	18,411	11,661	63.3	70.8	4,868	26.4

* 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	%	Extended compliance %*	Over 90 days	%
Chatham-Kent Health Alliance	32	32	32	100	100	0	0
Trillium Health Partners	31	32	27	84.4	100	1	3.1
London Health Sciences Centre	28	26	16	61.5	100	2	7.7
Kingston Health Sciences Centre	26	27	27	100	100	0	0
William Osler Health System	23	25	13	52	84	3	12
Royal Victoria Regional Health Centre	20	20	14	70	95	3	15
Lakeridge Health	19	15	8	53.3	73.3	0	0
St. Joseph's Healthcare Hamilton	17	17	5	29.4	70.6	7	41.2
The University Health Network	17	17	11	64.7	76.5	0	0
The Hospital for Sick Children	15	10	7	70	70	1	10
Hamilton Health Sciences	14	15	13	86.7	100	0	0
Humber River Hospital	11	11	11	100	100	0	0
Markham Stouffville Hospital	10	11	10	90.9	90.9	1	9.1
Sunnybrook Health Sciences Centre	10	10	8	80	90	1	10
Niagara Health Systems	9	11	8	72.7	100	0	0
Brant Community Healthcare System	9	9	8	88.9	100	0	0
Mackenzie Health - All sites	9	9	6	66.7	100	0	0
Scarborough Health Network	9	9	4	44.4	100	0	0
Sinai Health	9	8	5	62.5	100	0	0
The Ottawa Hospital	9	8	1	12.5	100	2	25
Southlake Regional Health Centre	9	7	2	28.6	100	5	71.4
Peterborough Regional Health Centre	8	8	8	100	100	0	0
Unity Health Toronto	7	18	2	11.1	61.1	15	83.3
Thunder Bay Regional Health Sciences Centre	7	7	6	85.7	100	0	0
Centre for Addiction and Mental Health (CAMH)	7	5	4	80	100	0	0
Health Sciences North	6	7	3	42.9	85.7	0	0
Waypoint Centre for Mental Health Care	6	6	3	50	66.7	2	33.3
Grand River Hospital	6	5	3	60	80	0	0
North York General Hospital	6	5	4	80	100	0	0
Halton Healthcare	5	5	5	100	100	0	0
North Bay Regional Health Centre	5	5	5	100	100	0	0
Queensway Carleton Hospital	5	5	2	40	80	1	20

Response rate compliance (hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Women's College Hospital	5	5	3	60	100	0	0
Hôpital Montfort	5	4	4	100	100	0	0
Guelph General Hospital	4	4	2	50	100	0	0
St. Joseph's Health Care London	4	3	3	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	4	2	2	100	100	0	0
Orillia Soldiers' Memorial Hospital	3	4	2	50	100	1	25
Almonte General Hospital / Fairview Manor	3	3	3	100	100	0	0
Children's Hospital of Eastern Ontario	3	3	3	100	100	0	0
Collingwood General and Marine Hospital	3	3	3	100	100	0	0
Cornwall Community Hospital	3	3	3	100	100	0	0
Headwaters Health Care Centre	3	3	2	66.7	100	1	33.3
Muskoka Algonquin Healthcare	3	3	3	100	100	0	0
Quinte Health Care	3	3	3	100	100	0	0
Anson General Hospital	2	2	0	0	0	0	0
Bluewater Health	2	2	2	100	100	0	0
Joseph Brant Hospital	2	2	1	50	100	0	0
Lennox & Addington County General Hospital	2	2	2	100	100	0	0
Michael Garron Hospital	2	2	2	100	100	0	0
Northumberland Hills Hospital	2	2	1	50	100	0	0
Ontario Shores Centre for Mental Health Sciences	2	2	2	100	100	0	0
Royal Ottawa Health Care Group	2	2	1	50	50	0	0
Sault Area Hospital	2	2	2	100	100	0	0
St. Joseph's Health Centre Guelph	2	2	2	100	100	0	0
St. Mary's General Hospital	2	2	1	50	100	0	0
Baycrest	1	1	0	0	100	0	0
Brockville General Hospital	1	1	1	100	100	0	0
Cambridge Memorial Hospital	1	1	1	100	100	0	0
Hanover & District Hospital	1	1	1	100	100	0	0
Kemptville District Hospital	1	1	1	100	100	0	0
Lake of the Woods District Hospital	1	1	1	100	100	0	0
Norfolk General Hospital	1	1	0	0	0	0	0
Perth and Smiths Falls District Hospital	1	1	1	100	100	0	0

Response rate compliance (hospitals) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Riverside Health Care	1	1	0	0	100	0	0
Santé Manitouwadge Health	1	1	1	100	100	0	0
South Huron Hospital Association	1	1	1	100	100	0	0
Tillsonburg District Memorial Hospital	1	1	1	100	100	0	0
Toronto Grace Health Centre	1	1	1	100	100	0	0
West Haldimand General Hospital	1	1	1	100	100	0	0
West Park Healthcare Centre	1	1	0	0	0	1	100
Winchester District Memorial Hospital	1	1	0	0	100	0	0
Woodstock Hospital	0	1	0	0	0	1	100
Total	488	487	344	70.6	91.6	48	9.9

* 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 (colleges and universities)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
University of Toronto	113	113	92	81.4	99.1	1	0.9
McMaster University	42	37	35	94.6	100	0	0
Ryerson University	23	24	11	45.8	100	7	29.2
University of Ottawa	22	25	14	56	100	2	8
University of Western Ontario	19	16	11	68.8	100	2	12.5
Carleton University	17	13	9	69.2	100	0	0
Canadore College	14	14	13	92.9	100	0	0
Confederation College	14	14	11	78.6	100	0	0
Queen's University	14	14	13	92.9	100	0	0
University of Windsor	14	11	7	63.6	81.8	0	0
Algonquin College	13	13	11	84.6	84.6	2	15.4
St. Lawrence College of Applied Arts and Technology	12	12	8	66.7	75	0	0
Seneca College	11	14	9	64.3	92.9	0	0
University of Waterloo	11	11	6	54.5	100	3	27.3
York University	11	11	7	63.6	100	0	0
University of Guelph	11	8	3	37.5	75	1	12.5
Wilfrid Laurier University	10	13	7	53.8	100	0	0
Brock University	10	10	9	90	100	0	0

Response rate compliance (colleges and universities) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Fleming College	9	9	9	100	100	0	0
Georgian College of Applied Arts and Technology	9	9	8	88.9	100	0	0
Humber College Institute of Technology and Advanced Learning	9	9	6	66.7	100	1	11.1
The Durham College of Applied Arts and Technology	9	9	9	100	100	0	0
Collège La Cité	8	3	3	100	100	0	0
Mohawk College	7	7	3	42.9	100	1	14.3
University of Ontario Institute of Technology	7	4	3	75	100	0	0
The Fanshawe College of Applied Arts and Technology	6	6	3	50	83.3	1	16.7
The Sheridan College Institute of Technology and Advanced Learning	5	5	4	80	100	0	0
Collège Boréal	3	3	3	100	100	0	0
George Brown College	3	3	3	100	100	0	0
Lambton College	3	3	2	66.7	100	0	0
Loyalist College	3	3	3	100	100	0	0
St. Clair College of Applied Arts & Technology	3	3	3	100	100	0	0
The Conestoga College Institute of Technology and Advanced Learning	3	2	1	50	100	1	50
Northern College	2	4	1	25	75	3	75
Lakehead University	2	2	0	0	50	1	50
Niagara College	2	2	2	100	100	0	0
Nipissing University	2	2	2	100	100	0	0
OCAD University	2	2	2	100	100	0	0
Trent University	2	2	2	100	100	0	0
Centennial College	1	0	0	0	0	0	0
Laurentian University of Sudbury	1	0	0	0	0	0	0
Université de l'Ontario français	1	1	1	100	100	0	0
Total	483	466	349	74.9	97	26	5.6

* 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

Overall municipal compliance:



Municipal institutions that received the highest number of requests

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Toronto Police Service	3,626	3,496	2,792	79.9	81.7	172	4.9
City of Toronto	2,870	2,860	1,567	54.8	61.5	117	4.1
Durham Regional Police Service	1,521	1,508	1,393	92.4	100	1	0.1
York Regional Police	1,484	1,467	1,419	96.7	96.9	3	0.2
Halton Regional Police Service	1,272	1,433	707	49.3	50.2	437	30.5
Peel Regional Police	1,198	1,198	1,198	100	100	0	0
Hamilton Police Service	1,109	1,092	1,047	95.9	97.5	0	0
City of Mississauga	971	1,050	777	74	76.7	80	7.6
Niagara Regional Police Service	990	1,010	967	95.7	96.3	2	0.2
Waterloo Regional Police Service	817	794	639	80.5	95.5	5	0.6

* 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	%	Extended compliance %*	Over 90 days	%
District School Board of Niagara	226	222	195	87.8	87.8	8	3.6
Toronto District School Board	67	63	36	57.1	96.8	18	28.6
York Region District School Board	28	28	13	46.4	82.1	2	7.1
Toronto Catholic District School Board	25	23	10	43.5	56.5	7	30.4
Hamilton Wentworth District School Board	21	24	18	75	87.5	3	12.5
Halton Catholic District School Board	20	20	9	45	55	4	20

Response rate compliance (school boards) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Conseil des écoles publiques de l'Est de l'Ontario	19	20	19	95	95	0	0
Ottawa-Carleton District School Board	17	12	8	66.7	100	0	0
Peel District School Board	17	12	9	75	100	0	0
Thames Valley District School Board	15	15	14	93.3	100	0	0
York Catholic District School Board	14	12	7	58.3	100	0	0
Waterloo Region District School Board	12	12	7	58.3	100	2	16.7
Conseil des écoles catholiques du Centre-Est	11	11	11	100	100	0	0
Rainy River District School Board	10	10	9	90	90	1	10
Upper Grand District School Board	9	9	7	77.8	77.8	0	0
Durham District School Board	7	6	1	16.7	66.7	0	0
Dufferin-Peel Catholic District School Board	7	4	1	25	25	0	0
Halton District School Board	6	6	5	83.3	100	0	0
Hastings and Prince Edward District School Board	6	6	5	83.3	83.3	0	0
Greater Essex County District School Board	6	5	4	80	100	0	0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	6	5	3	60	100	1	20
Simcoe County District School Board	5	5	5	100	100	0	0
Kawartha Pine Ridge District School Board	5	4	1	25	100	2	50
Simcoe Muskoka Catholic District School Board	5	4	3	75	75	0	0
Bluewater District School Board	5	3	2	66.7	100	0	0
Brant Haldimand Norfolk Catholic District School Board	4	6	3	50	83.3	2	33.3
Nipissing-Parry Sound Catholic District School Board	4	4	4	100	100	0	0
Ottawa Catholic District School Board	4	4	4	100	100	0	0
Rainbow District School Board	4	4	4	100	100	0	0
Algonquin and Lakeshore Catholic District School Board	4	3	1	33.3	100	0	0
Hamilton-Wentworth Catholic District School Board	4	3	0	0	0	0	0
Lambton Kent District School Board	3	3	2	66.7	100	1	33.3

Response rate compliance (school boards) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Limestone District School Board	3	3	2	66.7	66.7	0	0
Niagara Catholic District School Board	3	3	3	100	100	0	0
Upper Canada District School Board	3	3	2	66.7	66.7	0	0
Waterloo Catholic District School Board	3	3	3	100	100	0	0
Wellington Catholic District School Board	3	3	3	100	100	0	0
Windsor-Essex Catholic District School Board	3	3	0	0	66.7	1	33.3
Conseil scolaire catholique MonAvenir	3	1	0	0	100	1	100
Avon Maitland District School Board	2	2	2	100	100	0	0
Conseil scolaire public du Grand Nord de l'Ontario	2	2	0	0	0	0	0
Durham Catholic District School Board	2	2	1	50	100	0	0
Renfrew County Catholic District School Board	2	2	2	100	100	0	0
Superior North Catholic District School Board	2	2	2	100	100	0	0
Trillium Lakelands District School Board	2	2	1	50	100	0	0
Kenora Catholic District School Board	2	1	1	100	100	0	0
Huron-Perth Catholic District School Board	1	2	1	50	50	1	50
Algoma District School Board	1	1	1	100	100	0	0
Conseil scolaire catholique Providence	1	1	1	100	100	0	0
Campbell Children's School Authority	1	1	1	100	100	0	0
Conseil scolaire catholique de district des Grandes Rivières	1	1	1	100	100	0	0
St. Clair Catholic District School Board	1	1	1	100	100	0	0
The Protestant Separate School Board of the Town of Penetanguishene	1	1	1	100	100	0	0
Total	638	608	449	73.8	87.3	54	8.9

* 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	%	Extended compliance %*	Over 90 days	%
Leeds, Grenville & Lanark District Health Unit	246	246	246	100	100	0	0
Windsor-Essex County Health Unit	38	31	25	80.6	80.6	0	0
Wellington Dufferin Guelph Public Health	16	14	1	7.1	100	9	64.3
North Bay Parry Sound District Health Unit	13	13	10	76.9	92.3	1	7.7
Peterborough Public Health	12	12	8	66.7	75	2	16.7
Haldimand-Norfolk Health Unit	11	10	7	70	70	3	30
Middlesex-London Health Unit	11	10	10	100	100	0	0
Thunder Bay District Health Unit	9	9	9	100	100	0	0
Grey Bruce Health Unit	7	7	1	14.3	57.1	2	28.6
Kingston, Frontenac, Lennox and Addington Public Health	7	7	7	100	100	0	0
Southwestern Public Health	6	6	5	83.3	83.3	1	16.7
Haliburton, Kawartha, Pine Ridge District Health Unit	5	5	5	100	100	0	0
Algoma Public Health	4	4	4	100	100	0	0
Chatham-Kent Board of Health	4	4	2	50	100	2	50
Northwestern Health Unit	4	4	4	100	100	0	0
Public Health Sudbury & Districts	4	4	2	50	75	0	0
Brant County Health Unit	2	2	1	50	50	0	0
Huron Perth Public Health	3	2	1	50	100	0	0
Eastern Ontario Health Unit	1	1	1	100	100	0	0
Porcupine Health Unit	1	1	1	100	100	0	0
Renfrew County and District Health Unit	1	1	1	100	100	0	0
Total	405	393	351	89.3	95.2	20	5.1

* 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.

Response rate compliance (police)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Toronto Police Service	3,626	3,496	2,792	79.9	81.7	172	4.9
Durham Regional Police Service	1,521	1,508	1,393	92.4	100	1	0.1
York Regional Police	1,484	1,467	1,419	96.7	96.9	3	0.2
Halton Regional Police Service	1,272	1,433	707	49.3	50.2	437	30.5
Peel Regional Police	1,198	1,198	1,198	100	100	0	0
Hamilton Police Service	1,109	1,092	1,047	95.9	97.5	0	0
Niagara Regional Police Service	990	1,010	967	95.7	96.3	2	0.2
Waterloo Regional Police Service	817	794	639	80.5	95.5	5	0.6
London Police Service	796	767	580	75.6	93.9	6	0.8
Ottawa Police Service	527	600	499	83.2	83.3	86	14.3
Windsor Police Service	584	584	522	89.4	97.9	0	0
Guelph Police Service	439	430	411	95.6	99.1	2	0.5
Barrie Police Service	378	373	370	99.2	99.7	0	0
Thunder Bay Police Service	268	263	263	100	100	0	0
Chatham-Kent Police Service	251	251	249	99.2	99.6	0	0
Bradford West Gwillimbury / Innisfil Police Services Board	245	246	210	85.4	89.4	0	0
Sarnia Police Service	198	201	187	93	99	0	0
Strathroy-Caradoc Police Service	192	190	125	65.8	100	0	0
Peterborough Police Service	179	174	115	66.1	66.7	0	0
Brantford Police Service	119	127	75	59.1	95.3	1	0.8
St. Thomas Police Service	81	81	80	98.8	98.8	0	0
Woodstock Police Service	81	81	68	84	100	5	6.2
Sault Ste. Marie Police Service	77	75	70	93.3	98.7	1	1.3
Stratford Police Service	72	67	54	80.6	91	2	3
North Bay Police Service	58	58	27	46.6	48.3	10	17.2
Greater Sudbury Police Service	68	56	50	89.3	89.3	0	0
Cornwall Police Service	46	42	19	45.2	69	2	4.8
Smiths Falls Police Service	29	29	27	93.1	93.1	0	0
Timmins Police Service	28	28	28	100	100	0	0
Port Hope Police Service	24	22	16	72.7	86.4	0	0
Brockville Police Service	22	20	14	70	85	2	10
Hanover Police Service	16	19	14	73.7	68.4	2	10.5
Gananoque Police Services Board	16	16	16	100	100	0	0
Kingston Police Services Board	16	16	11	68.8	68.8	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
West Grey Police Service	14	14	14	100	100	0	0
Saugeen Shores Police Service	12	12	6	50	58.3	1	8.3
Dryden Police Service	7	7	7	100	100	0	0
Aylmer Police Services	6	6	6	100	100	0	0
Orangeville Police Services Board	6	6	6	100	100	0	0
Deep River Police Services Board	4	4	4	100	100	0	0
Total	16,876	16,863	14,305	84.8	89.1	740	4.4

* 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 corporations)

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
City of Toronto	2,870	2,860	1,567	54.8	61.5	117	4.1
City of Mississauga	971	1,050	777	74	76.7	80	7.6
City of Ottawa	584	622	378	60.8	71.5	91	14.6
Region of Peel	312	305	176	57.7	99.7	18	5.9
City of Markham	291	294	217	73.8	75.2	25	8.5
Corporation City of London	255	240	227	94.6	100	0	0
City of Oshawa	219	203	177	87.2	97	6	3
Regional Municipality of Durham	217	194	168	86.6	92.8	4	2.1
City of Hamilton	215	166	135	81.3	81.3	19	11.4
City of Vaughan	209	235	199	84.7	97.4	1	0.4
York Region	191	171	156	91.2	98.2	5	2.9
The Corporation of the City of Brampton	182	199	148	74.4	88.4	23	11.6
The Corporation of The City of Brantford	164	148	104	70.3	80.4	7	4.7
City of Greater Sudbury	137	151	129	85.4	88.7	4	2.6
Town of Oakville	133	179	116	64.8	64.8	1	0.6
Niagara Region	126	122	110	90.2	93.4	0	0
City of Peterborough	120	125	104	83.2	85.6	3	2.4
The Corporation of the City of Waterloo	118	116	95	81.9	94.8	0	0
The Corporation of the City of Windsor	114	109	86	78.9	80.7	5	4.6
Town of New Tecumseth	108	97	87	89.7	94.8	1	1

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
The Corporation of the City of Barrie	105	107	92	86	93.5	1	0.9
Municipality of Chatham-Kent	104	90	75	83.3	98.9	6	6.7
Township of Centre Wellington	104	104	103	99	99	0	0
City of Guelph	102	102	99	97.1	100	0	0
City of Kingston	98	94	84	89.4	89.4	0	0
City of Burlington	93	89	43	48.3	49.4	19	21.3
Town of Innisfil	92	93	90	96.8	100	0	0
Regional Municipality of Waterloo	87	73	52	71.2	78.1	3	4.1
City of Sault Ste. Marie	82	79	70	88.6	100	0	0
City of Niagara Falls	77	77	45	58.4	58.4	5	6.5
The Corporation of the City of North Bay	76	76	73	96.1	96.1	0	0
The Corporation of the City of Cornwall	72	72	63	87.5	87.5	2	2.8
Municipality of Lakeshore	71	71	62	87.3	88.7	0	0
City of Cambridge	70	61	28	45.9	50.8	5	8.2
City of St. Catharines	68	68	56	82.4	91.2	4	5.9
Town of East Gwillimbury	65	64	64	100	100	0	0
City of Richmond Hill	62	70	58	82.9	100	2	2.9
City of Pickering	60	61	44	72.1	100	1	1.6
Town of Caledon	59	59	51	86.4	98.3	2	3.4
Town of Newmarket	57	58	45	77.6	82.8	1	1.7
Town of Milton	55	55	53	96.4	96.4	0	0
City of Kawartha Lakes	54	56	53	94.6	100	0	0
City of Thunder Bay	54	46	39	84.8	84.8	0	0
City of Kitchener	53	46	40	87	97.8	0	0
Town of Whitby	53	53	47	88.7	98.1	3	5.7
The Regional Municipality of Halton	51	57	39	68.4	91.2	3	5.3
Township of King	49	47	41	87.2	100	1	2.1
City of Welland	48	48	46	95.8	97.9	0	0
Municipality of Clarington	48	47	37	78.7	100	0	0
Corporation of the County of Grey	46	46	45	97.8	100	0	0
Corporation of the County of Brant	45	43	43	100	100	0	0
Corporation of the Town of Ajax	44	42	39	92.9	100	0	0
City of Sarnia	43	44	33	75	90.9	1	2.3
Municipal Property Assessment Corporation	42	42	41	97.6	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
The Corporation of the Town of Aurora	42	42	33	78.6	100	0	0
Township of Oro-Medonte	40	40	36	90	97.5	0	0
LaSalle Police Service	39	39	34	87.2	87.2	0	0
The Township of North Dumfries	39	39	39	100	100	0	0
Town of Whitchurch-Stouffville	38	41	38	92.7	100	0	0
Township of Woolwich	37	37	37	100	100	0	0
City of Stratford	35	36	32	88.9	100	1	2.8
The Corporation of the County of Lambton	34	34	33	97.1	97.1	0	0
The Corporation of the Town of Niagara-on-the-Lake	33	20	16	80	85	2	10
Norfolk County	31	29	11	37.9	58.6	12	41.4
Town of Bradford West Gwillimbury	30	29	28	96.6	96.6	0	0
Township of Muskoka Lakes	30	29	20	69	82.8	0	0
City of Clarence-Rockland	29	29	6	20.7	20.7	5	17.2
County of Oxford	29	29	29	100	100	0	0
The Corporation of Haldimand County	28	26	15	57.7	57.7	4	15.4
County of Simcoe - General Government	27	27	19	70.4	77.8	2	7.4
The Corporation of the Township of Seguin	26	26	25	96.2	100	0	0
Town of Fort Erie	26	24	22	91.7	100	0	0
City of Belleville	25	18	14	77.8	83.3	3	16.7
City of Woodstock	25	25	23	92	92	0	0
Town of Collingwood	25	25	20	80	100	1	4
Municipality of Leamington	24	22	13	59.1	86.4	0	0
Township of Russell	23	22	19	86.4	100	0	0
Town of Halton Hills	22	22	20	90.9	95.5	0	0
Township of South Glengarry	22	22	19	86.4	95.5	1	4.5
County of Dufferin	21	20	20	100	100	0	0
The Corporation of the City of Owen Sound	20	19	17	89.5	100	1	5.3
The Corporation of the Town of Grimsby	20	18	9	50	83.3	1	5.6
The Corporation of the City of Brockville	19	16	11	68.8	75	0	0
Town of Pelham	19	19	14	73.7	73.7	1	5.3
Town of South Bruce Peninsula	19	18	13	72.2	100	1	5.6
Town of Mattawa	18	16	16	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Township of Adjala-Tosorontio	18	13	7	53.8	69.2	2	15.4
Municipality of Brighton	17	17	16	94.1	94.1	0	0
The Corporation of the County of Prince Edward	17	17	8	47.1	100	0	0
Township of Springwater	17	17	14	82.4	88.2	0	0
The Corporation of the Town of Bracebridge	16	11	10	90.9	100	0	0
City of Port Colborne	15	15	10	66.7	100	1	6.7
Corporation of the Town of Hawkesbury	15	12	3	25	66.7	0	0
Corporation of the Town of Ingersoll	15	15	14	93.3	100	0	0
Corporation of the Township of North Stormont	15	15	15	100	100	0	0
Municipality of Thames Centre	15	15	14	93.3	100	0	0
United Counties of Prescott and Russell	15	15	11	73.3	93.3	0	0
Corporation of the City of Orillia	14	14	14	100	100	0	0
Corporation of the Town of Gravenhurst	14	14	11	78.6	100	0	0
The Corporation of the Municipality of West Nipissing	14	14	12	85.7	85.7	0	0
Town of Tecumseh	14	14	13	92.9	100	1	7.1
Township of Tay	14	9	9	100	100	0	0
United Counties of Leeds and Grenville	14	12	12	100	100	0	0
City of St. Thomas	13	13	11	84.6	100	0	0
Corporation of The Town of St. Marys	13	13	13	100	100	0	0
The Corporation of the City of Quinte West	13	13	13	100	100	0	0
The Corporation of the County of Wellington	13	12	12	100	100	0	0
Town of Parry Sound	13	10	3	30	30	0	0
Town of Wasaga Beach	13	15	15	100	100	0	0
Corporation of the Township of Brock	12	10	9	90	100	1	10
The Corporation of the Township of Tiny	12	12	11	91.7	100	0	0
Town of Orangeville	12	12	10	83.3	100	1	8.3
Town of The Blue Mountains	12	12	7	58.3	66.7	2	16.7
Township of Scugog	12	11	8	72.7	72.7	0	0
Corporation of the County of Essex	11	11	11	100	100	0	0
County of Middlesex	11	11	11	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
The Corporation of Municipality of Strathroy-Caradoc	11	11	11	100	100	0	0
The Corporation of the Municipality of Bluewater	11	11	6	54.5	100	0	0
The Corporation of the Township of Rideau Lakes	11	11	8	72.7	90.9	0	0
Town of LaSalle	11	8	6	75	87.5	0	0
Township of West Lincoln	11	10	10	100	100	0	0
Municipality of Powassan	10	10	10	100	100	0	0
The Corporation of the Town of Kingsville	10	8	7	87.5	100	0	0
Town of Amherstburg	10	9	6	66.7	100	1	11.1
Town of Carleton Place	10	6	4	66.7	100	0	0
Township of Essa	10	10	10	100	100	0	0
Township of Southgate	10	10	10	100	100	0	0
Township of Wilmot	10	10	8	80	90	1	10
City of Timmins	9	9	2	22.2	100	2	22.2
Corporation of the Town of Fort Frances	9	9	5	55.6	100	0	0
The Corporation of the Town of Perth	9	8	6	75	100	0	0
The District Municipality of Muskoka	9	10	9	90	90	1	10
Town of Espanola	9	7	5	71.4	71.4	0	0
Town of Greater Napanee	9	9	8	88.9	88.9	0	0
Township of North Glengarry	9	9	8	88.9	100	1	11.1
Township of Norwich	9	9	1	11.1	100	0	0
Township of Uxbridge	9	9	7	77.8	100	0	0
Municipality of Northern Bruce Peninsula	8	8	8	100	100	0	0
Town of Huntsville	8	3	0	0	0	1	33.3
Township of Alnwick/Haldimand	8	8	7	87.5	87.5	0	0
Township of Hornepayne	8	8	5	62.5	100	0	0
Corporation of the Township of Algonquin Highlands	7	6	4	66.7	100	0	0
County of Elgin	7	7	6	85.7	85.7	1	14.3
County of Hastings	7	7	6	85.7	85.7	1	14.3
Municipalite - East Ferris - Municipality	7	7	7	100	100	0	0
Municipality of Lambton Shores	7	6	6	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Municipality of McDougall	7	7	7	100	100	0	0
Municipality of South Huron	7	8	5	62.5	100	1	12.5
Municipality of Trent Lakes	7	6	6	100	100	0	0
The Corporation of the Municipality of Port Hope	7	7	4	57.1	57.1	2	28.6
The Corporation of the Town of Midland	7	7	4	57.1	71.4	1	14.3
The Township of Ramara	7	5	5	100	100	0	0
Town of Arnprior	7	7	4	57.1	100	3	42.9
Town of Erin	7	6	6	100	100	0	0
Town of Smiths Falls	7	7	7	100	100	0	0
Township of Beckwith	7	7	7	100	100	0	0
Township of Clearview	7	9	7	77.8	100	2	22.2
Township of Wainfleet	7	6	5	83.3	83.3	0	0
Corporation of the County of Haliburton	6	6	6	100	100	0	0
Corporation of the Town of Iroquois Falls	6	2	0	0	0	0	0
Municipal Corporation of the County of Renfrew - Human Resources Dept.	6	6	0	0	0	0	0
Municipality of Mississippi Mills	6	4	2	50	100	0	0
The Town of Plympton-Wyoming	6	6	6	100	100	0	0
Town of Kapuskasing	6	6	6	100	100	0	0
Township of Stirling-Rawdon	6	6	6	100	100	0	0
Township of Alfred and Plantagenet	6	5	5	100	100	0	0
Township of Red Rock	6	6	6	100	100	0	0
Corporation of the Municipality of Calvin	5	2	2	100	100	0	0
Corporation of the Municipality of French River	5	5	5	100	100	0	0
Corporation of The Nation Municipality	5	5	5	100	100	0	0
County of Northumberland	5	6	5	83.3	100	1	16.7
Lanark County	5	5	5	100	100	0	0
Municipality of Central Elgin	5	5	5	100	100	0	0
Municipality of North Middlesex	5	5	5	100	100	0	0
Municipality of Trent Hills	5	5	5	100	100	0	0
The Corporation of the City of Kenora	5	5	5	100	100	0	0
Town of Saugeen Shores	5	4	3	75	100	0	0
Township of Minden Hills	5	5	3	60	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Township of South Stormont	5	3	1	33.3	66.7	0	0
Township of Tyendinaga	5	5	5	100	100	0	0
Township of Wellesley	5	5	3	60	100	0	0
Corporation of the Town of Essex	4	4	4	100	100	0	0
Corporation of the Township of Douro-Dummer	4	4	3	75	75	0	0
Corporation of the Township of Montague	4	6	4	66.7	100	0	0
Municipality of Oliver Paipoonge	4	4	4	100	100	0	0
The Corporation of the Municipality of Kincardine	4	4	3	75	100	1	25
The Corporation of the Township of Guelph/Eramosa	4	4	1	25	25	3	75
The Corporation of the Township of Lanark Highlands	4	3	3	100	100	0	0
The Municipality of North Perth	4	4	2	50	100	1	25
Town of Laurentian Hills	4	4	4	100	100	0	0
Township of Melancthon	4	4	4	100	100	0	0
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	4	4	3	75	75	0	0
Township of Severn	4	4	4	100	100	0	0
Township of South Frontenac	4	4	3	75	75	0	0
Corporation of the Municipality of Meaford	3	3	3	100	100	0	0
Corporation of the Municipality of North Grenville	3	3	3	100	100	0	0
Corporation of the Municipality of Tweed	3	3	3	100	100	0	0
Corporation of the Town of Northeastern Manitoulin and the Islands	3	3	3	100	100	0	0
Corporation of the Township of South Algonquin	3	2	2	100	100	0	0
County of Huron	3	4	3	75	75	1	25
Municipality of Callander	3	3	0	0	33.3	1	33.3
Municipality of Central Huron	3	1	1	100	100	0	0
Municipality of Dysart et al	3	3	3	100	100	0	0
Municipality of West Grey	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	1	33.3	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
The Corporation of the Township of South-West Oxford	3	3	3	100	100	0	0
Town of Hearst	3	3	2	66.7	66.7	0	0
Town of Kirkland Lake	3	3	1	33.3	100	0	0
Town of Lincoln	3	0	0	0	0	0	0
Town of Mono	3	3	3	100	100	0	0
Town of Penetanguishene	3	3	3	100	100	0	0
Town of Petawawa	3	3	3	100	100	0	0
Town of Renfrew	3	3	3	100	100	0	0
Township of Adelaide Metcalfe	3	3	2	66.7	66.7	1	33.3
Township of Dawn-Euphemia	3	3	3	100	100	0	0
Township of Edwardsburgh/Cardinal	3	3	3	100	100	0	0
Township of Front of Yonge	3	3	3	100	100	0	0
Township of McKellar	3	2	0	0	0	2	100
Township of Mcnab/Braeside	3	3	1	33.3	33.3	0	0
Township of North Dundas	3	3	3	100	100	0	0
Township of North Kawartha	3	1	1	100	100	0	0
Township of Otonabee-South Monaghan	3	3	3	100	100	0	0
Township of Perth East	3	3	3	100	100	0	0
Township of Wollaston	3	3	3	100	100	0	0
United Counties of Stormont, Dundas and Glengarry	3	3	0	0	100	3	100
County of Bruce	2	2	2	100	100	0	0
Municipality of Bayham	2	2	2	100	100	0	0
Municipality of Highlands East	2	2	2	100	100	0	0
Township of Nairn and Hyman	2	2	2	100	100	0	0
The Corporation of the Municipality of Red Lake	2	2	2	100	100	0	0
The Corporation of the Town of Bancroft	2	2	2	100	100	0	0
The Corporation of the Town of Kearney	2	2	1	50	50	0	0
The Corporation of the Township of Champlain	2	2	2	100	100	0	0
The Corporation of the Township of North Frontenac	2	2	1	50	50	0	0
The Municipality of Brockton	2	2	2	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
The Municipality of Huron Shores	2	2	2	100	100	0	0
Township of Bonfield	2	2	2	100	100	0	0
Township of Central Frontenac	2	2	2	100	100	0	0
Township of Greater Madawaska	2	2	2	100	100	0	0
Township of Hamilton	2	2	1	50	50	1	50
Township of Havelock-Belmont-Methuen	2	1	0	0	0	0	0
Township of Madawaska Valley	2	2	0	0	100	0	0
Township of Nipissing	2	2	2	100	100	0	0
Bonnechere Valley Twp	1	1	1	100	100	0	0
City of Sault Ste Marie - Economic development	1	1	0	0	100	0	0
City of Temiskaming Shores	1	0	0	0	0	0	0
Corporation of the Municipality of Greenstone	1	1	0	0	100	0	0
Corporation of the Municipality of Markstay-Warren	1	1	1	100	100	0	0
Corporation of the Town of Grand Valley	1	1	1	100	100	0	0
Corporation of the Township of Ear Falls	1	1	1	100	100	0	0
Corporation of the Township of Howick	1	1	1	100	100	0	0
Corporation of the Township of Lake of Bays	1	0	0	0	0	0	0
Corporation of the Township of Sables-Spanish Rivers	1	1	0	0	100	0	0
County of Frontenac	1	1	1	100	100	0	0
Village of South River	1	1	1	100	100	0	0
Middlesex Centre	1	1	1	100	100	0	0
Municipality of Arran-Elderslie	1	1	1	100	100	0	0
Municipality of Huron East	1	1	1	100	100	0	0
Municipality of Morris-Turnberry	1	1	1	100	100	0	0
Municipality of Wawa	1	1	0	0	100	0	0
Municipality of West Elgin	1	1	1	100	100	0	0
The Corporation of the Municipality of Arran-Elderslie	1	1	1	100	100	0	0
The Corporation of the Municipality of Charlton and Dack	1	1	1	100	100	0	0

Response rate compliance (municipal corporations) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
The Corporation of the Municipality of Dutton/Dunwich	1	1	1	100	100	0	0
The Corporation of the Municipality of Shuniah	1	1	1	100	100	0	0
The Corporation of the Town of Goderich	1	1	0	0	0	1	100
The Corporation of the Town of Petrolia	1	1	1	100	100	0	0
The Corporation of the Township of Conmee	1	0	0	0	0	0	0
Town of Cochrane	1	1	1	100	100	0	0
Town of Gore Bay	1	1	1	100	100	0	0
Town of Marathon	1	1	1	100	100	0	0
Town of Shelburne	1	1	1	100	100	0	0
Township of Armstrong	1	1	1	100	100	0	0
Township of Asphodel-Norwood	1	1	1	100	100	0	0
Township of Athens	1	1	1	100	100	0	0
Township of Augusta	1	1	1	100	100	0	0
Township of Elizabethtown-Kitley	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 Manitouwadge	1	0	0	0	0	0	0
Township of Pickle Lake	1	1	1	100	100	0	0
Township of Ryerson	1	1	1	100	100	0	0
Township of Strong	1	1	0	0	100	0	0
Township of Terrace Bay	1	1	1	100	100	0	0
Township of The Archipelago	1	1	1	100	100	0	0
Township of Tudor and Cashel	1	1	1	100	100	0	0
Village of Burk's Falls	1	1	1	100	100	0	0
Village of Newbury	1	1	1	100	100	0	0
Village of Sundridge	1	1	1	100	100	0	0
Total	11,850	11,747	8,615	73.3	81.2	546	4.6

* 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	%	Extended compliance %*	Over 90 days	%
District of Sault Ste. Marie Social Services Administration Board	243	245	245	100	100	0	0
Toronto Transit Commission	136	131	98	74.8	78.6	10	7.6
Toronto Community Housing Corporation	135	121	119	98.3	100	2	1.7
Ottawa Community Housing	131	107	95	88.8	88.8	5	4.7
District of Nipissing Social Services Administration Board	79	79	79	100	100	0	0
Toronto and Region Conservation Authority	60	51	30	58.8	100	0	0
The District of Thunder Bay Social Services Administration Board	32	32	31	96.9	96.9	0	0
Lake Simcoe Region Conservation Authority	30	30	26	86.7	100	0	0
Kenora District Services Board	27	27	27	100	100	0	0
Niagara Peninsula Conservation Authority	15	14	9	64.3	100	0	0
Ausable Bayfield Conservation Authority	12	7	6	85.7	85.7	1	14.3
Central Lake Ontario Conservation Authority	10	10	0	0	100	9	90
Credit Valley Conservation Authority	10	10	9	90	90	0	0
Hydro Ottawa Limited	10	10	10	100	100	0	0
Nottawasaga Valley Conservation Authority	9	9	8	88.9	100	0	0
Durham Region Transit	8	8	5	62.5	100	0	0
Grand River Conservation Authority	8	8	7	87.5	87.5	0	0
CityHousing Hamilton Corporation	7	7	7	100	100	0	0
Cochrane District Social Services Administration Board	6	6	6	100	100	0	0
Toronto Public Library	6	6	5	83.3	100	0	0
Toronto Parking Authority	6	4	1	25	100	1	25
Grey Sauble Conservation Authority	5	5	3	60	80	0	0
Sault Ste. Marie North Planning Board	5	5	5	100	100	0	0
Algoma District Services Administration Board	4	4	4	100	100	0	0
Essex Region Conservation Authority	4	4	4	100	100	0	0
London Transit Commission	4	4	4	100	100	0	0

Response rate compliance (municipal other) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Toronto Hydro-Electric System Limited	4	3	0	0	100	0	0
Board of Governors of Exhibition Place	3	3	3	100	100	0	0
Kawartha Region Conservation Authority	3	3	2	66.7	100	0	0
London & Middlesex Community Housing	3	2	2	100	100	0	0
Alectra Utilities Corporation	2	2	2	100	100	0	0
Cataraqui Region Conservation Authority	2	2	1	50	50	0	0
District of Parry Sound Social Services Administration Board	2	2	2	100	100	0	0
Ganaraska Region Conservation Authority	2	2	2	100	100	0	0
Halton Community Housing Corporation	2	2	2	100	100	0	0
Long Point Region Conservation Authority	2	2	2	100	100	0	0
North Bay-Mattawa Conservation Authority	2	2	1	50	100	0	0
Otonabee Region Conservation Authority	2	2	0	0	100	1	50
Rideau Valley Conservation Authority	2	2	0	0	50	1	50
The Blue Mountains Attainable Housing Corporation	2	2	2	100	100	0	0
Windsor Essex Community Housing Corporation	2	2	1	50	50	0	0
Local Services Board of Rainbow Country	2	1	1	100	100	0	0
Crowe Valley Conservation Authority	1	1	1	100	100	0	0
Enwin Utilities Limited (includes Windsor Utilities)	1	1	1	100	100	0	
Greater Sudbury Hydro Inc.	1	1	1	100	100	0	0
Kapuskasing Public Library	1	1	1	100	100	0	0
Kingston and Frontenac Housing Corporation	1	1	1	100	100	0	0
London Hydro Inc.	1	1	1	100	100	0	0
London Public Library	1	1	1	100	100	0	0
Lower Trent Region Conservation Authority	1	1	1	100	100	0	0
Madoc Public Library (Centre Hastings Public Library Board)	1	1	1	100	100	0	0
Maitland Valley Conservation Authority	1	1	1	100	100	0	0
Manitoulin Planning Board	1	1	1	100	100	0	0
Manitoulin-Sudbury District Services Board	1	1	1	100	100	0	0

Response rate compliance (municipal other) - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %*	Over 90 days	%
Ottawa Public Library	1	1	1	100	100	0	0
Rainy River District Social Services Administration Board	1	1	1	100	100	0	0
Saugeen Valley Conservation Authority	1	1	0	0	0	1	100
South Nation River Conservation Authority	1	1	0	0	0	0	0
Thunder Bay Public Library	1	1	1	100	100	0	0
Total	1,056	995	881	88.5	95	31	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.

Requests by the public under PHIPA

There were 137,481 requests for access to personal health information received in 2021, a 2.5 per cent decrease from 2020, when there were 140,950 requests received.

There were 137,234 requests for access to personal health information completed in 2021, a 7.2 per cent decrease from 2020, when there were 147,815 requests completed.

Outcome of requests completed*

	Number of requests completed*
Full access provided	131,548
Partial access provided: provisions applied to deny access	168
Partial access provided: no record exists or cannot be found	191
Partial access provided: record outside of PHIPA	7
No access provided: provisions applied to deny access	213
No access provided: no record exists or cannot be found	2,346
No access provided: record outside of PHIPA	14
Other completed requests (e.g., withdrawn or never accessed)	2,521
Total requests	137,008
Number of requests that were not accessed following a fee estimate	580
Number of requests denied access in whole or in part where a provision of PHIPA was applied	381

* 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	\$1,518,864.32
Total fees waived	\$1,577,962.34
Average cost per access request	\$11.07

PHIPA Compliance

Overall compliance:



Response rate compliance

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Ministry of Health	12,866	12,866	3,952	30.7	31.7	8,730	67.9
Niagara Health System	11,883	11,888	11,883	100	100	4	0
Markham Stouffville Hospital	9,102	9,102	9,047	99.4	99.4	55	0.6
Queensway Carleton Hospital	8,125	8,124	7,927	97.6	97.6	182	2.2
Quinte Health Care	6,423	6,423	6,423	100	100	0	0
Mackenzie Health - All sites	5,209	5,209	5,209	100	100	0	0
The Hospital for Sick Children	4,678	4,678	4,665	99.7	99.8	10	0.2
Windsor Regional Hospital	4,537	4,537	4,535	100	100	0	0
Halton Healthcare Services Corporation	4,099	4,099	4,099	100	100	0	0
North Bay Regional Health Centre	4,015	4,015	4,015	100	100	0	0
Guelph General Hospital	3,985	3,985	3,985	100	100	0	0
Trillium Health Partners	3,146	3,146	3,131	99.5	99.6	12	0.4
Southlake Regional Health Centre	2,577	2,577	2,577	100	100	0	0
Health Sciences North	2,449	2,449	2,449	100	100	0	0
Thunder Bay Regional Health Sciences Centre	2,363	2,363	2,363	100	100	0	0
The Ottawa Hospital	2,360	2,360	2,237	94.8	95.2	114	4.8
Royal Victoria Regional Health Centre	2,302	2,302	2,301	100	100	0	0
St. Joseph's Healthcare Hamilton	2,135	2,135	2,032	95.2	96.5	62	2.9
Unity Health Toronto	1,870	1,852	1,557	84.1	84.1	295	15.9
St. Joseph's Health Care London	1,866	1,866	1,837	98.4	99.1	10	0.5
St. Mary's General Hospital	1,752	1,752	1,752	100	100	0	0
Women's College Hospital	1,673	1,673	1,673	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Cornwall Community Hospital	1,669	1,669	1,669	100	100	0	0
Hamilton Health Sciences	1,609	1,609	1,609	100	100	0	0
Lakeridge Health	1,591	1,591	1,555	97.7	98.9	18	1.1
Sunnybrook Health Sciences Centre	1,586	1,586	1,561	98.4	98.4	25	1.6
William Osler Health System	1,295	1,295	1,294	99.9	99.9	1	0.1
Hopital General de Hawkesbury & District General Hospital	1,259	1,259	1,250	99.3	99.3	9	0.7
Humber River Hospital	1,256	1,256	1,256	100	100	0	0
Grand River Hospital	1,160	1,160	1,155	99.6	99.6	5	0.4
Toronto Paramedic Services	1,124	1,124	1,124	100	100	0	0
Scarborough Health Network	991	960	949	98.9	98.9	11	1.1
London Health Sciences Centre	959	959	816	85.1	86.3	124	12.9
Bluewater Health	677	677	668	98.7	98.7	9	1.3
Centre for Addiction and Mental Health (CAMH)	623	623	621	99.7	100	0	0
Central East Local Health Integration Network	618	618	602	97.4	98.5	8	1.3
City of Ottawa - Paramedics	618	618	614	99.4	100	0	0
Headwaters Health Care Centre	615	615	609	99	100	0	0
The University Health Network	596	596	595	99.8	99.8	1	0.2
Sinai Health	558	558	510	91.4	92.3	43	7.7
Kingston Health Sciences Centre	530	530	530	100	100	0	0
Children's Hospital of Eastern Ontario	509	509	470	92.3	93.7	32	6.3
The Regional Municipality of Peel - Peel Regional Paramedic Services	509	509	509	100	100	0	0
Royal Ottawa Health Care Group	485	461	455	98.7	99.1	4	0.9
Peterborough Regional Health Centre	472	472	472	100	100	0	0
York Region - Paramedic Services	470	470	467	99.4	99.4	3	0.6
Ross Memorial Hospital	465	465	465	100	100	0	0
Central Local Health Integration Network	452	452	451	99.8	99.8	1	0.2
Hamilton Niagara Haldimand Brant Local Health Integration Network Operating as Home and Community Care Support Services HNHB	448	448	445	99.3	99.6	2	0.4
Hôtel Dieu Grace Healthcare	441	441	441	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Grey Bruce Health Services	432	432	432	100	100	0	0
Cambridge Memorial Hospital	430	430	430	100	100	0	0
Pembroke Regional Hospital	419	419	417	99.5	99.5	0	0
Sault Area Hospital	409	409	409	100	100	0	0
North Shore Health Network	367	367	367	100	100	0	0
Northumberland Hills Hospital	365	365	365	100	100	0	0
Chatham-Kent Health Alliance	362	362	362	100	100	0	0
Homewood Health Centre Inc.	334	334	334	100	100	0	0
The Region of Niagara - EMS/Ambulance Services	290	290	285	98.3	98.3	5	1.7
Riverside Health Care	286	286	286	100	100	0	0
Mississauga Halton Local Health Integrated Network	282	282	270	95.7	96.1	11	3.9
Home and Community Care Support Services Erie St. Clair	273	273	247	90.5	90.8	25	9.2
Durham Region Health Department	270	209	207	99	100	0	0
Champlain Local Health Integration Network	263	263	253	96.2	97.3	7	2.7
Joseph Brant Hospital	263	263	254	96.6	100	0	0
Brant Community Healthcare System	262	262	262	100	100	0	0
Orillia Soldiers' Memorial Hospital	254	254	254	100	100	0	0
McMaster University	249	249	249	100	100	0	0
Toronto Central Local Health Integration Network	248	185	182	98.4	98.4	3	1.6
North York General Hospital	236	236	230	97.5	97.5	6	2.5
Home and Community Care Support Services South West	221	221	216	97.7	98.6	3	1.4
Stevenson Memorial Hospital	218	218	218	100	100	0	0
Michael Garron Hospital	215	203	196	96.6	100	0	0
Dryden Regional Health Centre	207	207	206	99.5	99.5	1	0.5
Parkdale Queen West Community Health Centre	207	207	190	91.8	91.8	17	8.2
Home and Community Care Support Services Central West	196	196	194	99	100	0	0
Holland Bloorview Kids Rehabilitation Hospital	193	193	186	96.4	96.4	7	3.6
Sioux Lookout Meno Ya Win Health Centre	186	186	175	94.1	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Waterloo Wellington Local Health Integration Network	181	181	173	95.6	99.4	1	0.6
Hôpital Montfort	178	178	178	100	100	0	0
South East Local Health Integration Network	167	167	163	97.6	98.8	2	1.2
Runnymede Healthcare Centre	166	166	166	100	100	0	0
North Simcoe Muskoka Local Health	161	161	158	98.1	98.1	3	1.9
Lennox & Addington County General Hospital	156	156	156	100	100	0	0
St. Joseph's Care Group	146	146	139	95.2	95.2	7	4.8
Timmins & District Hospital	146	146	146	100	100	0	0
Woodstock Hospital	139	139	139	100	100	0	0
Winchester District Memorial Hospital	136	136	136	100	100	0	0
Simcoe County Paramedic Services	121	121	114	94.2	94.2	7	5.8
Perth and Smiths Falls District Hospital	117	117	117	100	100	0	0
Stratford General Hospital Site	115	115	115	100	100	0	0
Middlesex Hospital Alliance Strathroy Hospital	113	100	53	53	53	47	47
Ontario Shores Centre for Mental Health Sciences	113	113	113	100	100	0	0
Waypoint Centre for Mental Health Care	107	107	96	89.7	89.7	11	10.3
Geraldton District Hospital	100	100	100	100	100	0	0
Hanover & District Hospital	98	98	98	100	100	0	0
Nipigon District Memorial Hospital	98	98	98	100	100	0	0
Halton Region Paramedic Services	97	97	94	96.9	100	0	0
Child and Parent Resource Institute (CPRI)	96	96	74	77.1	100	0	0
Collingwood General and Marine Hospital	94	94	94	100	100	0	0
Muskoka Algonquin Healthcare	94	94	94	100	100	0	0
Shouldice Hospital	91	91	91	100	100	0	0
ORNGE	90	90	90	100	100	0	0
St. Thomas Elgin General Hospital	90	79	79	100	100	0	0
Services de santé de Chapleau Health Services	86	86	86	100	100	0	0
North East Local Health Integration Network	83	83	82	98.8	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Bellwood Health Services	82	82	82	100	100	0	0
Corporation of the County of Essex	81	81	81	100	100	0	0
North Eastern Ontario Family and Children's Services	77	77	70	90.9	94.8	4	5.2
Weeneebayko Area Health Authority	74	73	71	97.3	97.3	0	0
City of Greater Sudbury - Paramedic Services	73	73	73	100	100	0	0
Renfrew Victoria Hospital	72	72	68	94.4	94.4	4	5.6
Norfolk General Hospital	68	68	65	95.6	100	0	0
Georgian Bay General Hospital	65	65	62	95.4	100	0	0
Lake of the Woods District Hospital	65	65	65	100	100	0	0
Manitoulin Health Centre	65	65	65	100	100	0	0
Wilfrid Laurier University	65	65	65	100	100	0	0
St. Joseph's General Hospital Elliot Lake	59	59	59	100	100	0	0
City of Toronto - Long-Term Care Homes & Services	58	58	53	91.4	96.6	2	3.4
County of Brant - Ambulance Service	57	57	57	100	100	0	0
Lady Minto Hospital	56	56	49	87.5	87.5	7	12.5
Baycrest	54	54	54	100	100	0	0
Lady Dunn Health Centre	54	54	54	100	100	0	0
Hôtel-Dieu Shaver Health and Rehabilitation Centre	52	52	51	98.1	98.1	0	0
Kemptville District Hospital	52	52	52	100	100	0	0
Bruyere Continuing Care	51	51	51	100	100	0	0
Providence Care - Hospital	51	51	51	100	100	0	0
North West Local Health Integration Network	50	50	50	100	100	0	0
Peterborough County/City Paramedics	49	49	49	100	100	0	0
St. Joseph's Health Centre Guelph	49	49	49	100	100	0	0
County of Oxford - EMS	45	45	45	100	100	0	0
Atikokan General Hospital	43	43	43	100	100	0	0
University of Waterloo - Counselling Services	42	42	42	100	100	0	0
Brockville General Hospital	41	41	41	100	100	0	0
West Nipissing General Hospital	39	39	39	100	100	0	0
The District Municipality of Muskoka - Ambulance	38	26	25	96.2	96.2	1	3.8

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Peel District School Board	37	37	36	97.3	97.3	1	2.7
Anson General Hospital	33	33	33	100	100	0	0
Kinark Child and Family Services	33	33	32	97	100	0	0
Providence Care - Community Services	33	33	33	100	100	0	0
South Bruce Grey Health Centre	33	33	33	100	100	0	0
West Park Healthcare Centre	32	32	32	100	100	0	0
Lakehead University (Student Health & Wellness)	30	30	30	100	100	0	0
Niagara Region	30	30	30	100	100	0	0
University of Western Ontario	30	30	30	100	100	0	0
Hôpital Notre-Dame Hospital Hearst	29	29	29	100	100	0	0
Ministry of Long-Term Care	28	28	14	50	82.1	0	0
West Parry Sound Health Centre	27	27	27	100	100	0	0
Sensenbrenner Hospital	26	26	26	100	100	0	0
Sioux Lookout First Nation Health Authority	26	26	21	80.8	80.8	3	11.5
Family and Children's Services Niagara	25	25	25	100	100	0	0
Hopital Glengarry Memorial Hospital	25	25	25	100	100	0	0
Sante Manitouwadge Health	24	24	24	100	100	0	0
Almonte General Hospital / Fairview Manor	23	23	23	100	100	0	0
City of Ottawa Long Term Care Homes	23	23	23	100	100	0	0
Mohawk College	23	23	18	78.3	100	0	0
Norfolk County - EMS	23	23	23	100	100	0	0
Regional Municipality of Waterloo/ Paramedic Services	22	22	22	100	100	0	0
Toronto Public Health	22	22	18	81.8	86.4	3	13.6
Emergency Services/ United Counties of Prescott and Russell	21	21	21	100	100	0	0
Kirkland and District Hospital	21	21	21	100	100	0	0
Upper Canada DSB	21	21	21	100	100	0	0
Wingham and District Hospital	21	21	21	100	100	0	0
Hopital de Mattawa Hospital	20	20	20	100	100	0	0
Listowel Memorial Hospital	20	20	20	100	100	0	0
United Counties of Leeds and Grenville Paramedic Service	20	20	20	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
County of Frontenac	17	17	17	100	100	0	0
Deep River and District Hospital	17	17	17	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	17	17	17	100	100	0	0
West Haldimand General Hospital	16	16	16	100	100	0	0
Algoma District Services Administration Board	15	15	14	93.3	93.3	1	6.7
Haldimand War Memorial Hospital	15	15	15	100	100	0	0
South Huron Hospital Association	15	10	10	100	100	0	0
St. Francis Memorial Hospital	15	15	12	80	80	3	20
Ontario Agency for Health Protection and Promotion	14	14	13	92.9	92.9	1	7.1
Reach Out Centre for Kids	14	14	14	100	100	0	0
The Region of Niagara - Long Term Care Homes	14	14	14	100	100	0	0
City of Ottawa	13	13	13	100	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	13	13	13	100	100	0	0
St. Joseph's Villa	13	13	13	100	100	0	0
Temiskaming Hospital	13	13	13	100	100	0	0
Toronto Grace Health Centre	13	13	13	100	100	0	0
Arnprior & District Memorial Hospital	12	12	12	100	100	0	0
Chatham Kent Children's Services	12	12	10	83.3	83.3	2	16.7
Kingston, Frontenac, Lennox and Addington Public Health	12	12	12	100	100	0	0
Seneca College	12	12	12	100	100	0	0
Bingham Memorial Hospital	11	11	11	100	100	0	0
Hamilton Public Health	11	11	11	100	100	0	0
Humber College Institute of Technology and Advanced Learning	11	11	11	100	100	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	11	11	11	100	100	0	0
The Regional Municipality of York - Public Health	11	11	11	100	100	0	0
District of Sault Ste. Marie Social Services Administration Board	10	10	10	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
North Bay Parry Sound District Health Unit	10	10	10	100	100	0	0
The Corporation of the County of Lambton	10	10	10	100	100	0	0
Brock University	9	9	9	100	100	0	0
Northumberland Paramedics	9	9	9	100	100	0	0
Regional Municipality of Waterloo/Sunnyside Home	9	9	9	100	100	0	0
Seaforth Community Hospital Site	9	9	9	100	100	0	0
York Region - Early Intervention Services	9	9	9	100	100	0	0
County of Elgin - Ambulance	8	8	8	100	100	0	0
Georgian College of Applied Arts and Technology	8	8	6	75	75	2	25
Halton Region - Post Inn Village Home for the Aged	8	8	8	100	100	0	0
Halton Region Board of Health (MOH)	8	8	8	100	100	0	0
Providence Care - Providence Manor	8	8	8	100	100	0	0
Region of Waterloo Public Health	8	8	8	100	100	0	0
Carleton Place and District Memorial Hospital	7	7	7	100	100	0	0
Englehart and District Hospital	7	7	7	100	100	0	0
Prescott and Russell Residence / United Counties of Prescott and Russell	7	7	7	100	100	0	0
Algoma Public Health	6	6	5	83.3	83.3	1	16.7
Confederation College	6	6	6	100	100	0	0
Porcupine Health Unit	6	6	6	100	100	0	0
Rainy River District Social Services Administration Board	6	6	6	100	100	0	0
Southwestern Public Health	6	6	6	100	100	0	0
Wellington Dufferin Guelph Public Health	6	6	4	66.7	66.7	2	33.3
Alexandra Hospital	5	5	5	100	100	0	0
Canadian Mental Health Association Cochrane Timiskaming Branch	5	5	5	100	100	0	0
Canadian Mental Health Association Niagara Branch	5	5	4	80	80	1	20
Halton Region - Allendale Village Home for the Aged	5	5	5	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Hôpital de Smooth Rock Falls Hospital	5	5	5	100	100	0	0
Huron Perth Public Health	5	5	5	100	100	0	0
Maltby Centre	5	5	5	100	100	0	0
St. Mary's Memorial Hospital Site	5	5	5	100	100	0	0
University of Waterloo - Optometry	5	5	5	100	100	0	0
Villa St. Gabriel Villa	5	5	5	100	100	0	0
Windsor-Essex County Health Unit	5	5	5	100	100	0	0
City of Kawartha Lakes	4	4	4	100	100	0	0
County of Elgin - Homes	4	4	4	100	100	0	0
County of Oxford - Woodingford Lodge	4	4	4	100	100	0	0
Halton Catholic District School Board	4	4	2	50	50	2	50
Middlesex-London Health Unit	4	4	4	100	100	0	0
Simcoe County - LTC Homes	4	4	4	100	100	0	0
Cochrane District Social Services Administration Board	3	3	3	100	100	0	0
District of Timiskaming Social Services Administration Board	3	3	3	100	100	0	0
Huronview Home for the Aged	3	3	3	100	100	0	0
Peterborough Public Health	3	3	3	100	100	0	0
Trent University	3	3	3	100	100	0	0
University of Ottawa Heart Institute	3	3	3	100	100	0	0
University of Waterloo - Centre for Mental Health Research	3	3	3	100	100	0	0
York Region - Long-Term Care	3	3	2	66.7	66.7	1	33.3
Alzheimer Society Peel	2	2	2	100	100	0	0
Carefor Health & Community Services	2	2	2	100	100	0	0
Casey House Hospital	2	2	2	100	100	0	0
Clinton Public Hospital Site	2	2	2	100	100	0	0
Eastern Ontario Health Unit	2	2	2	100	100	0	0
Grey Bruce Health Unit	2	2	2	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	2	2	2	100	100	0	0
Huronlea Home for the Aged	2	2	2	100	100	0	0
Leeds, Grenville & Lanark District Health Unit	2	2	2	100	100	0	0

Response rate compliance - continued

	Requests received	Requests completed	Within 30 days	%	Extended compliance %	Over 30 days	%
Regional Municipality of Durham – Long-Term Care Homes	2	2	2	100	100	0	0
The Regional Municipality of Peel - Long-Term Care	2	2	2	100	100	0	0
WoodGreen Community Services	2	2	2	100	100	0	0
York Support Services Network	2	2	2	100	100	0	0
Bruce County - Homes	1	1	1	100	100	0	0
Counselling Centre of East Algoma	1	1	1	100	100	0	0
County of Frontenac - Long Term Care	1	1	1	100	100	0	0
Golden Plough Lodge	1	1	1	100	100	0	0
Groves Memorial Community Hospital	1	1	1	100	100	0	0
Halton Region - Creek Way Village Home for the Aged	1	1	0	0	100	0	0
North Wellington Health Care	1	1	1	100	100	0	0
Renfrew County and District Health Unit	1	1	1	100	100	0	0
The District Municipality of Muskoka (Long-term Care)	1	1	1	100	100	0	0
The Sheridan College Institute of Technology and Advanced Learning	1	1	0	0	0	0	0
Thunder Bay - EMS	1	1	1	100	100	0	0
Total	137,481	137,234	126,795	92.4	92.6	9,974	7.3

Correction requests

	Total number of correction requests received	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements third parties
Toronto Public Health	1,023	897	50	76	0	0	0
The University Health Network	693	693	0	0	0	0	0
Windsor-Essex County Health Unit	62	62	0	0	0	0	0
Mackenzie Health - All sites	30	16	8	6	0	1	10
The Ottawa Hospital	24	17	4	2	1	0	2
Trillium Health Partners	22	20	0	2	0	0	0
William Osler Health System	22	14	3	4	1	2	17
Sunnybrook Health Sciences Centre	18	14	1	3	0	1	3

Correction requests - continued

	Total number of correction requests received	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements third parties
Humber River Hospital	16	15	1	0	0	0	0
Markham Stouffville Hospital	15	14	0	1	0	0	0
Unity Health Toronto	15	12	0	3	0	1	11
St. Joseph's Healthcare Hamilton	14	9	2	2	1	0	0
Thunder Bay Regional Health Sciences Centre	11	9	0	2	0	0	0
Hamilton Health Sciences	11	4	0	5	2	1	5
Royal Victoria Regional Health Centre	10	4	2	3	1	0	4
Women's College Hospital	10	7	1	2	0	0	0
Lakeridge Health	9	5	0	4	0	0	0
Centre for Addiction and Mental Health (CAMH)	9	1	1	4	3	3	0
Homewood Health Centre Inc.	9	8	1	0	0	1	1
Michael Garron Hospital	9	8	1	0	0	1	0
Halton Healthcare Services Corporation	8	6	0	2	0	2	8
North York General Hospital	8	3	0	3	1	3	0
Hôpital Montfort	8	2	3	3	0	0	0
Niagara Health System	7	6	0	1	0	1	0
The Hospital for Sick Children	7	2	2	2	1	0	3
Health Sciences North	7	2	2	1	2	0	0
Scarborough Health Network	6	4	0	0	2	0	0
Kingston Health Sciences Centre	6	3	1	2	0	0	6
Sinai Health	5	4	0	0	1	0	1
Children's Hospital of Eastern Ontario	5	2	1	2	0	0	0
Queensway Carleton Hospital	4	4	0	0	0	0	1
Southlake Regional Health Centre	4	4	0	0	0	0	0
St. Joseph's Health Care London	4	3	0	1	0	0	0
Grand River Hospital	4	2	2	0	0	0	0
London Health Sciences Centre	4	2	0	2	0	0	2
Mississauga Halton Local Health Integrated Network	4	3	1	0	0	0	3

Correction requests - continued

	Total number of correction requests received	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements third parties
Joseph Brant Hospital	4	3	0	1	0	0	0
Holland Bloorview Kids Rehabilitation Hospital	3	3	0	0	0	0	0
Ontario Shores Centre for Mental Health Sciences	3	2	1	0	0	0	0
North Bay Regional Health Centre	2	1	0	1	0	0	1
St. Mary's General Hospital	2	1	0	0	1	0	0
Cornwall Community Hospital	2	2	0	0	0	0	0
Headwaters Health Care Centre	2	0	0	1	1	0	0
Pembroke Regional Hospital	2	2	0	0	0	0	0
Chatham-Kent Health Alliance	2	0	2	0	0	2	0
St. Thomas Elgin General Hospital	2	1	0	1	0	1	1
Renfrew Victoria Hospital	2	0	0	2	0	0	0
Bruyere Continuing Care	2	2	0	0	0	0	0
City of Ottawa - Paramedics	1	0	0	0	0	0	0
Royal Ottawa Health Care Group	1	1	0	0	0	0	2
Sault Area Hospital	1	0	0	0	1	0	0
Northumberland Hills Hospital	1	1	0	0	0	0	0
Orillia Soldiers' Memorial Hospital	1	0	0	1	0	1	0
South East Local Health Integration Network	1	0	0	0	1	0	0
Runnymede Healthcare Centre	1	1	0	0	0	0	0
Lennox & Addington County General Hospital	1	1	0	0	0	0	0
St. Joseph's Care Group	1	0	1	0	0	0	1
Stratford General Hospital Site	1	0	0	1	0	1	1
Collingwood General and Marine Hospital	1	0	0	1	0	0	0
Weeneebayko Area Health Authority	1	0	1	0	0	1	1
Georgian Bay General Hospital	1	1	0	0	0	0	0
Hôpital Notre-Dame Hospital Hearst	1	1	0	0	0	0	0
City of Ottawa Long Term Care Homes	1	0	0	1	0	1	0
West Haldimand General Hospital	1	1	0	0	0	0	0

Correction requests - continued

	Total number of correction requests received	Correction made in its entirety	Correction partially made	Correction requests refused	Correction requests withdrawn before completion	Correction requests where statement of disagreement attached to record	Notices of correction or statements of disagreements third parties
South Huron Hospital Association	1	0	0	1	0	1	1
Ontario Agency for Health Protection and Promotion	1	0	0	0	1	0	0
St. Joseph's Continuing Care Centre of Sudbury	1	1	0	0	0	0	0
Kingston, Frontenac, Lennox and Addington Public Health	1	1	0	0	0	0	0
Pioneer Manor Long Term Care Facility (Sudbury)	1	0	1	0	0	1	0
Canadian Mental Health Association Cochrane Timiskaming Branch	1	1	0	0	0	0	0
Eastern Ontario Health Unit	1	0	1	0	0	0	0
Total	2,174	1,908	94	149	21	26	85

Privacy breaches under PHIPA

There were 11,263 breaches of privacy to personal health information reported in 2021, a 15 per cent decrease compared to 2020, when 13,232 breaches were reported.

Total breaches by 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>	6,194	55.0
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>	1,386	12.3
Health care practitioner or a person who operates a group practice of health care practitioners	792	7.0
A person who operates a centre, program or service for community health or mental health whose primary purpose is the provision of health care	741	6.6
A Local Health Integration Network (LHIN)	468	4.2
A person who operates a pharmacy within the meaning of the <i>Drug and Pharmacies Regulation Act</i>	440	3.9
The Ontario Agency for Health Protection and Promotion	354	3.1
A medical officer of health of a board of health within the meaning of the <i>Health Protection and Promotion Act</i>	353	3.1
A person who operates an independent health facility within the meaning of the <i>Independent Health Facilities Act</i>	217	1.9
A service provider within the meaning of the <i>Home Care and Community Services Act, 1994</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, 1994</i> , regardless of whether a particular community service is publicly funded.	86	0.8
A person who operates a long-term care home within the meaning of the <i>Long-Term Care Homes Act, 2007</i> , or a care home within the meaning of the <i>Residential Tenancies Act, 2006</i>	55	0.5
Ontario Air Ambulance Services Corporation	48	0.4
A municipality that operates a communications within the meaning of the <i>Ambulance Act</i>	45	0.4
A person who operates an ambulance service within the meaning of the <i>Ambulance Act</i>	37	0.3
Minister of Health and Long-Term Care together with the Ministry of the Minister if the context so requires	22	0.2

Total breaches by HIC type - continued

Type of HIC	Number of breaches	%
A coroner to whom the prescribed organization provides personal health information under subsection 55.9.1 (1) of PHIPA*	11	0.1
The Canadian Blood Services	10	0.1
A person who operates a retirement home within the meaning of the <i>Retirement Homes Act, 2010</i>	3	0.0
An evaluator within the meaning of the <i>Health Care Consent Act, 1996</i> or an assessor within the meaning of the <i>Substitute Decisions Act, 1992</i>	1	0.0
A person who operates a home for special care within the meaning of the <i>Homes for Special Care Act</i>	0	0.0
A placement co-ordinator described in subsection 40(1) of the <i>Long-Term Care Homes Act, 2007</i>	0	0.0
Total	11,263	100

*Coroners are not HICs under PHIPA

Stolen personal health information

	Number of breaches by source of theft	%
Theft was by an internal party (e.g., employee, affiliated health practitioner or electronic service provider)	2	3.9
Theft was by a stranger	49	96.1
Total	51	100

	Number of breaches by type of theft	%
Theft was the result of a ransomware attack	8	15.7
Theft was the result of another type of cyberattack	16	31.4
Unencrypted portable electronic equipment (e.g., USB keys, laptops) was stolen	8	15.7
Paper records were stolen	11	21.6
Theft was a result of something else, by someone else or other items were stolen	8	15.7
Total	51	100

Lost personal health information

	Number of breaches	%
Unencrypted portable electronic equipment (e.g., USB keys, laptops) was lost	4	1.6
Paper records were lost	232	92.1
Loss was a result of something else or other items were lost	16	6.3
Total	252	100

Unauthorized use of personal health information

	Number of breaches	%
Unauthorized use was through electronic systems	1,210	80.9
Unauthorized use was through paper records	166	11.1
Unauthorized use through other means	1,192	8.0
Total	1,495	100

Unauthorized disclosure of personal health information

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	4,848	51.3
Unauthorized disclosure was through misdirected emails	1,165	12.3
Unauthorized disclosure was through other means	3,432	36.3
Total	9,445	100

Collected without authority by means of the Electronic Health Record (EHR)

	Number of breaches	%
Total	20	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	7	13.7	194	77.0	732	49.0	8,488	89.9	17	85	9,438	83.8
2 to 10 individuals	13	25.5	32	12.7	158	10.6	702	7.4	3	15	908	8.1
11 to 50 individuals	8	15.7	25	9.9	588	39.3	184	1.9	0	0	805	7.2
51 to 100 individuals	7	13.7	0	0.0	6	0.4	35	0.4	0	0	48	0.4
Over 100 individuals	16	31.4	1	0.4	11	0.7	36	0.4	0	0	64	0.6
Total	51	100	252	100	1,495	100	9,445	100	20	100	11,263	100

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

In 2021, service providers subject to Part X of the CYFSA received 9,980 requests for personal information, an increase of more than 42 per cent from 2020, when 7,037 requests were received. 9,690 requests were completed in 2021.

Overall compliance:



Access to personal information – compliance

Service provider name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Peel Children's Aid	1,341	1,341	1,338	99.8	1	0.1	2	0.1
Durham Children's Aid Society	661	709	404	57	81	11.4	224	31.6
Children and Family Services for York Region	634	636	589	92.6	21	3.3	26	4.1
Children's Aid Society of Toronto	572	538	339	63	1	0.2	198	36.8
Highland Shores Children's Aid	473	502	395	78.7	107	21.3	0	0
Mackenzie Health	464	464	464	100	0	0	0	0
Children's Aid Society of Hamilton	417	416	244	58.7	160	38.5	12	2.9
Family and Children's Services Niagara	382	382	331	86.6	21	5.5	30	7.9
The Children's Aid Society of Ottawa	358	360	338	93.9	21	5.8	1	0.3
Catholic Children's Aid Society of Toronto	316	296	171	57.8	3	1	122	41.2
Simcoe Muskoka Family Connexions	283	271	78	28.8	0	0	193	71.2
The Children's Aid Society of the Districts of Sudbury and Manitoulin	281	228	109	47.8	28	12.3	91	39.9
Family and Children's Services of the Waterloo Region	279	243	136	56	103	42.4	4	1.6
Kawartha Haliburton Children's Aid Society	261	254	90	35.4	0	0	164	64.6
Children's Aid Society of London and Middlesex	249	268	135	50.4	133	49.6	0	0
Family and Children's Services of Lanark, Leeds and Grenville	249	241	207	85.9	7	2.9	27	11.2

Access to personal information — compliance - continued

Service provider name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Halton Children's Aid Society	237	180	64	35.6	88	48.9	28	15.6
Windsor-Essex Children's Aid Society	210	211	134	63.5	77	36.5	0	0
The Children's Aid Society of Haldimand and Norfolk	201	180	65	36.1	114	63.3	1	0.6
Hamilton Catholic Children's Aid Society	182	150	139	92.7	11	7.3	0	0
Children's Aid Society of Stormont, Dundas and Glengarry	163	158	60	38	26	16.5	72	45.6
The Children's Aid Society of The District of Thunder Bay	144	144	105	72.9	10	6.9	29	20.1
North Eastern Ontario Family and Children's Services	132	132	96	72.7	28	21.2	8	6.1
Kenora-Rainy River Districts Child and Family Services	122	118	84	71.2	2	1.7	32	27.1
Valoris pour enfants et adultes de Prescott-Russell	120	120	107	89.2	0	0	13	10.8
Children's Aid Society of Algoma	112	75	39	52	35	46.7	1	1.3
Children's Aid Society of the District of Nipissing and Parry Sound	92	90	70	77.8	6	6.7	14	15.6
Bruce Grey Child and Family Services	83	83	24	28.9	59	71.1	0	0
Family and Children's Services - County of Renfrew	83	83	40	48.2	41	49.4	2	2.4
Chatham Kent Children's Services	80	75	57	76	3	4	15	20
Jewish Family and Child Service of Greater Toronto	77	57	9	15.8	45	78.9	3	5.3
Family and Children's Services of St. Thomas and Elgin	67	66	26	39.4	37	56.1	3	4.5
Sarnia Lambton Children's Aid Society	65	65	45	69.2	8	12.3	12	18.5
Huron-Perth Children's Aid Society	52	38	8	21.1	3	7.9	27	71.1
Family and Children Services of Guelph and Wellington County	44	38	34	89.5	2	5.3	2	5.3
The Children's Aid Society of Oxford County	42	42	30	71.4	12	28.6	0	0
Dnaagdawenmag Binnoojiiyag Child and Family Services	35	31	29	93.5	1	3.2	1	3.2
Family and Children's Services of Frontenac, Lennox and Addington	35	35	10	28.6	10	28.6	15	42.9

Access to personal information — compliance - continued

Service provider name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Rideauwood Addiction and Family Services	35	35	35	100	0	0	0	0
Brant Family and Children's Services	31	20	10	50	0	0	10	50
Children's Centre Thunder Bay	30	30	30	100	0	0	0	0
Dilico Anishinabek Family Care	30	30	29	96.7	1	3.3	0	0
Native Child and Family Services of Toronto	29	29	12	41.4	0	0	17	58.6
Craigwood Youth Services	28	28	28	100	0	0	0	0
Wellkin Child and Youth Mental Wellness	23	23	21	91.3	2	8.7	0	0
Kina Gbezhgomi Child and Family Services	22	22	16	72.7	4	18.2	2	9.1
Haldimand-Norfolk R.E.A.C.H.	18	18	18	100	0	0	0	0
Dufferin Child and Family Services	17	17	1	5.9	16	94.1	0	0
Weechi-it-te-win Family Services	16	16	15	93.8	1	6.3	0	0
Crossroads Children's Mental Health Centre	15	15	15	100	0	0	0	0
Nogdawindamin Family and Community Services	15	15	4	26.7	4	26.7	7	46.7
Open Doors for Lanark Children and Youth	12	12	0	0	10	83.3	2	16.7
Algonquin Child and Family Services o/a Hands TheFamilyHelpNetwork.ca	9	9	6	66.7	3	33.3	0	0
Kunuwanimano Child and Family Services	9	9	9	100	0	0	0	0
Payukotayno	5	3	1	33.3	2	66.7	0	0
Connections Early Years Family Centre	4	4	3	75	1	25	0	0
Canopy Support Services	3	3	3	100	0	0	0	0
Catholic Family Services of Toronto	3	3	2	66.7	0	0	1	33.3
Chimo Youth and Family Services Inc.	3	3	3	100	0	0	0	0
Roberts/Smart Centre	3	3	2	66.7	0	0	1	33.3
Associated Youth Services of Peel	2	2	2	100	0	0	0	0
Lake Ridge Community Support Services	2	2	2	100	0	0	0	0
Lutherwood	2	2	2	100	0	0	0	0
Mary Homes Inc.	2	2	2	100	0	0	0	0

Access to personal information – compliance - continued

Service provider name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Niagara Children's Centre	2	2	2	100	0	0	0	0
Anishinaabe Abinoojii Family Services	1	1	1	100	0	0	0	0
Carpe Diem Treatment Foster Homes	1	1	1	100	0	0	0	0
Contact Hamilton Children's and Developmental Services	1	1	1	100	0	0	0	0
Deep Impact Human Services Inc (Milestone Foster Homes)	1	1	1	100	0	0	0	0
Elizabeth Fry Society Greater Toronto	1	1	1	100	0	0	0	0
New Path Youth and Family Services	1	1	1	100	0	0	0	0
Parents of Technologically Dependent Children of Ontario	1	1	1	100	0	0	0	0
Peterborough Youth Services	1	1	1	100	0	0	0	0
Reach Out Centre for Kids	1	1	1	100	0	0	0	0
Rosalie Hall	1	1	1	100	0	0	0	0
The Inn of Windsor	1	1	1	100	0	0	0	0
Thrive Child and Youth Trauma Services	1	1	1	100	0	0	0	0
Enterphase Child and Family Services	0	1	1	100	0	0	0	0
Total	9,980	9,690	6,929	71.5	1,349	13.9	1,412	14.6

Requests for personal information – outcome

Outcome	Total
Full access provided	4,381
Partial access provided: provisions applied to deny access	2,932
Partial access provided: no record exists or cannot be found	44
Partial access provided: record outside of Part X	463
Partial access provided, other reasons	2,034
No access provided: provisions applied to deny access	31
No access provided: no record exists or cannot be found	204
No access provided: record outside of Part X	72
Other completed requests (e.g., withdrawn or never accessed)	1,017
Total requests	11,178
Total requests denied access in whole or in part where a provision of Part X was applied	2,963

* 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
Legal privilege	408
Other acts or court order	364
Proceedings that have not been concluded	36
Risk of harm	68
Identification of an individual (not in confidence)	2,112
Identification of an individual (in confidence)	1,307
Frivolous or vexatious	0
Total requests	4,295

Correction requests

In 2021, service providers subject to Part X of CYFSA received 73 requests for correction of personal information and completed 73 requests.

Overall compliance:



Correction requests — compliance*

Institution name	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
The Children's Aid Society of Ottawa	9	9	9	100	0	0	0	0
Children and Family Services for York Region	7	7	6	85.7	1	14.3	0	0
Halton Children's Aid Society	7	7	6	85.7	1	14.3	0	0
The Children's Aid Society of Haldimand and Norfolk	6	6	4	66.7	0	0	2	33.3
The Children's Aid Society of the Districts of Sudbury and Manitoulin	6	6	4	66.7	2	33.3	0	0
Simcoe Muskoka Family Connexions	5	5	0	0	5	100	0	0
Children's Aid Society of London and Middlesex	4	4	3	75	1	25	0	0
Durham Children's Aid Society	4	4	4	100	0	0	0	0
Family and Children's Services of the Waterloo Region	3	3	2	66.7	1	33.3	0	0
Catholic Children's Aid Society of Toronto	2	2	1	50	0	0	1	50
Children's Aid Society of Toronto	2	2	1	50	0	0	1	50
Highland Shores Children's Aid	2	2	2	100	0	0	0	0
Peel Children's Aid Society	2	2	2	100	0	0	0	0
Barbara Fidler	1	1	1	100	0	0	0	0
Bruce Grey Child and Family Services	1	1	1	100	0	0	0	0
Catholic Family Services of Toronto	1	1	1	100	0	0	0	0
Chatham Kent Children's Services	1	1	1	100	0	0	0	0
Children's Aid Society of Hamilton	1	1	1	100	0	0	0	0

Corrections requests compliance* - continued

	Requests received	Requests completed	Within 30 days	%	Over 30 days with an extension	%	Over 30 days without an extension	%
Dufferin Child and Family Services	1	1	1	100	0	0	0	0
Family and Children's Services - County of Renfrew	1	1	1	100	0	0	0	0
Family and Children's Services Niagara	1	1	1	100	0	0	0	0
Family and Children's Services of Lanark, Leeds and Grenville	1	1	1	100	0	0	0	0
Huron-Perth Children's Aid Society	1	1	1	100	0	0	0	0
Jewish Family and Child Service of Greater Toronto	1	1	0	0	0	0	1	100
Kawartha Haliburton Children's Aid Society	1	1	0	0	0	0	1	100
Sarnia Lambton Children's Aid Society	1	1	0	0	0	0	1	100
Wabano Centre for Aboriginal Health	1	1	0	0	0	0	1	100
Total	73	73	54	74	11	15.1	8	11

* service providers that received zero requests for correction of personal information were not included in this report

Correction requests – outcome

Outcome	Total
Correction requests received	73
Correction(s) made in whole	33
Correction(s) made in part	16
Correction(s) refused	17
Correction(s) withdrawn by requester	7
Number of correction requests with statements of disagreement attached where corrections were refused in whole or in part	7
Number of times notifications sent	3

Privacy breaches under Part X of CYFSA

Service providers under Part X of the CYFSA experienced 508 privacy breaches in 2021, a decrease of 14 per cent from 2020, when there were 588 breaches.

Privacy breaches by service provider type

	Number of breaches	%
Children's aid society	348	68.5
Indigenous child well-being society	103	20.3
Residential services licensee	10	2.0
Adoption licensee	0	0.0
Youth justice services	2	0.4
Children's developmental services	2	0.4
Community support services	16	3.1
Ministry of Children, Community and Social Services	4	0.8
Health information custodian under the <i>Personal Health Information Protection Act</i>	18	3.5
Other	5	1.0
Total	508	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)	1	11.1
Theft was by a stranger	8	88.9
Total	9	100

	Number of breaches by type of theft	%
Theft was the result of a ransomware attack	2	22.2
Theft was the result of another type of cyberattack	1	11.1
Unencrypted portable electronic equipment (e.g., USB keys, laptops) was stolen	0	0
Paper records were stolen	3	33.3
Theft was a result of something else, by someone else or other items were stolen	3	33.3
Total	9	100

Lost personal information

	Number of breaches	%
Unencrypted portable electronic equipment (e.g., USB keys, laptops) was lost	2	22.2
Paper records were lost	6	66.7
Loss was a result of something else or other items were lost	1	11.1
Total	9	100

Unauthorized use

	Number of breaches	%
Unauthorized use was through electronic systems	16	76.2
Unauthorized use was through paper records	1	4.8
Unauthorized use through other means	4	19.0
Total	21	100

Unauthorized disclosure

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	50	10.7
Unauthorized disclosure was through misdirected emails	275	58.6
Unauthorized disclosure was through other means	144	30.7
Total	469	100

Number of individuals affected

	Stolen personal information	%	Lost personal information	%	Used without authority	%	Disclosed without authority	%	Total	%
One individual	1	11.1	4	44.4	9	42.9	165	35.2	179	35.2
2 to 10 individuals	3	33.3	3	33.3	8	38.1	291	62.1	305	60.0
11 to 50 individuals	2	22.2	2	22.2	1	4.8	7	1.5	12	2.4
51 to 100 individuals	0	0.00	0	0.00	2	9.5	2	0.4	4	0.8
Over 100 individuals	3	33.3	0	0.00	1	4.8	4	0.9	8	1.6
Total	9	100.0	9	100.0	21	100.0	469	100.0	508	100

IPC tribunal statistics

Appeals

Access appeals opened in 2021

	Provincial	%	Municipal	%	Total	%
General records	429	30.5	598	42.5	1,027	73.0
Personal information	186	13.2	193	13.7	379	27.0
Total	615	43.7	791	56.3	1,406	100.0

Access appeals resolved at intake, mediation, and adjudication

Stage	#	%
Early resolution	277	20.4
Mediation	761	56.1
Adjudication	318	23.5
Total	1,356	100

Issues in appeals opened 2021

	Provincial	%	Municipal	%	Total	%
Exemptions only	146	10.4	188	13.4	334	23.8
Exemptions with other issues	125	8.9	180	12.8	305	21.7
Reasonable search	66	4.7	99	7.0	165	11.7
Deemed refusal	78	5.5	61	4.3	139	9.9
Third party	56	4.0	57	4.1	113	8.0
Act does not apply	49	3.5	46	3.3	95	6.8
Time extension	47	3.3	23	1.6	70	5.0
Frivolous or vexatious	2	0.1	43	3.1	45	3.2
Interim decision	2	0.1	28	2.0	30	2.1
Other	8	0.6	19	1.4	27	1.9
Fee and/or fee waiver	10	0.7	20	1.4	30	2.1
Forward	14	1.0	0	0.0	14	1.0
Correction	3	0.2	10	0.7	13	0.9
Custody or control	3	0.2	6	0.4	9	0.6
Inadequate decision	1	0.1	6	0.4	7	0.5
Failure to disclose	5	0.4	2	0.1	7	0.5
Fee waiver	0	0.0	3	0.2	3	0.2
Total	615	43.7	791	56.3	1,406	100

Appeals opened by jurisdiction 2017-2021

	Provincial	Municipal	Total
2021	615	791	1,406
2020	815	579	1,394
2019	568	853	1,421
2018	628	814	1,442
2017	604	788	1,392

Appeals closed by jurisdiction 2017-2021

	Provincial	Municipal	Total
2021	579	777	1,356
2020	691	445	1,136
2019	580	762	1,342
2018	641	790	1,431
2017	685	729	1,414

Mediated appeals by disposition 2021

Mediation final disposition	#	%
Resolved	738	68.9
Partially mediated – proceed to adjudication	174	16.2
No issues mediated – proceed to adjudication	137	12.8
Withdrawn	11	1.0
Abandoned	11	1.0
Total	1,071	100

Outcome of appeals closed by order 2021

Outcome	Provincial	%	Municipal	%	Total	%
Head's decision upheld	55	23.6	70	30.0	125	53.6
Head's decision partially upheld	32	13.7	33	14.2	65	27.9
Head's decision not upheld	24	10.3	16	6.9	40	17.2
Dismissal after representations	3	1.3		0.0	3	1.3
Total	114	48.9	119	51.1	233	100

Privacy Complaints and Self-Reported Breaches, FIPPA and MFIPPA

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

	Provincial	%	Municipal	%
IPC-initiated privacy complaint	7	5.8	5	2.1
Privacy complaint	71	8.7	103	43.3
Reported breach provincial	43	35.5	130	54.6
Total	121	100	238	100

Privacy complaints resolved at early resolution and investigation

	Provincial	%	Municipal	%	Total	%
Early resolution	77	41.6	88	47.6	165	89.2
Investigation	2	1.1	18	9.7	20	10.8
Total	79	42.7	106	57.3	185	100

Self-reported breaches resolved at early resolution and investigation

	Provincial	%	Municipal	%	Total	%
Early resolution	49	26.1	137	72.9	186	98.9
Investigation	1	0.5	1	0.5	2	1.1
Total	50	26.6	138	73.4	188	100

Privacy complaints and self-reported breaches opened (provincial/municipal) 2017-2021

	Provincial	Municipal	Total
2021	121	238	359
2020	113	195	308
2019	164	196	360
2018	134	172	306
2017	110	158	268

Privacy complaints and self-reported breaches closed (provincial/municipal) 2017-2021

	Provincial	Municipal	Total
2021	129	244	373
2020	80	124	204
2019	162	186	348
2018	109	148	257
2017	114	159	273

Privacy complaints and self-reported breaches closed by type of resolution 2021

	Provincial	%	Municipal	%	Total	%
Resolved	64	17.2	173	46.4	237	63.5
Screened out	30	8.0	41	11.0	71	19.0
Withdrawn	21	5.6	17	4.6	38	10.2
Abandoned	11	2.9	6	1.6	17	4.6
Report	3	0.8	7	1.9	10	2.7
Total	129	34.6	244	65.4	373	100.0

Health privacy files

Self-reported health privacy breaches opened by cause 2021

	#	%
Misdirect or lost personal information (PI)	177	33.1
General unauthorized collection/use/disclosure	170	31.8
Snooping	112	20.9
Stolen PI	31	5.8
Cyberattack*	32	6.0
Lost or stolen mobile devices	9	1.7
Unsecured records	4	0.7
Total	535	100

* 8 out of 32 cyberattacks involved ransomware

Self-reported health privacy breaches closed by stage and cause 2021

	Intake	%	Investigation	%	Adjudication	%	Total	%
Misdirected or lost PI	192	32.9		0		0	192	32.9
General unauthorized collection/use/disclosure	176	30.1	1	0.2		0	177	30.3
Snooping	125	21.4	1	0.2	1	0.2	127	21.7
Stolen PI	37	6.3		0		0	37	6.3
Cyberattack*	26	4.5		0		0	26	4.5
Lost or stolen mobile devices	13	2.2		0		0	13	2.2
Unsecured records	12	2.1		0		0	12	2.1
Total	581	99.5	2	0.3	1	0.2	584	100

* 8 out of 26 cyberattacks involved ransomware

Self-reported breaches 2017 to 2021

2021	535
2020	527
2019	564
2018	506
2017	322

Types of health privacy files opened in 2021 by file type and by stage

	Intake	%	Mediation	%	Adjudication	%	Total	%
Access/correction complaint	55	5.6	146	14.9	4	0.4	205	20.9
Collection/use/disclosure complaint	197	20.1	2	0.2		0	199	20.3
IPC-initiated collection/use/disclosure complaint	41	4.2		0.0		0	41	4.2
Reported breach	535	54.6		0.0		0	535	54.6
Total	828	84.5	148	15.1	4	0.4	980	100

Types of health privacy files closed in 2021 by file type and by stage

	Early Resolution	%	Mediation	%	Investigation	%	Adjudication		Total	%
Access/correction complaint	63	5.8	149	13.8		0.0	28	2.6	240	22.2
Collection/use/disclosure complaint	198	18.4	2	0.2		0.0	8	0.7	208	19.3
IPC initiated collection/use/disclosure complaint	44	4.1		0	2	0.2	1	0.1	47	4.4
Reported breach	581	53.8		0	2	0.2	1	0.1	584	54.1
Total	886	82.1	151	14	4	0.4	38	3.5	1,079	100

Outcome of health privacy files closed in 2021 by file type and stage

	Early Resolution	%	Mediation	%	Investigation	%	Adjudication		Total	%
Resolved	682	63.2	124	11.5		0		0	806	74.7
Screened out	94	8.7		0.0		0		0	94	8.7
Withdrawn	62	5.7	17	1.6		0	8	0.7	87	8.1
Abandoned	48	4.4	9	0.8		0	2	0.2	59	5.5
Order/decision issued		0.0	1	0.1	4	0.4	26	2.4	31	2.9
Interim order/decision issued		0.0		0.0		0	1	0.1	1	0.1
Dismissed without order/decision		0.0		0.0		0	1	0.1	1	0.1
Total	886	82.1	151	14	4	0.4	38	3.5	1,079	100

Part X of CYFSA privacy files

Self-reported CYFSA privacy breaches by cause in 2021

	#	%
Misdirected or lost personal information	36	46.8
General unauthorized collection/use/disclosure	27	35.1
Snooping	7	9.1
Stolen PI	3	3.9
Cyberattack*	3	3.9
Lost or stolen mobile devices	1	1.3
Total	77	100

* 1 out of 3 cyberattacks involved ransomware

CYFSA files opened by issue in 2021

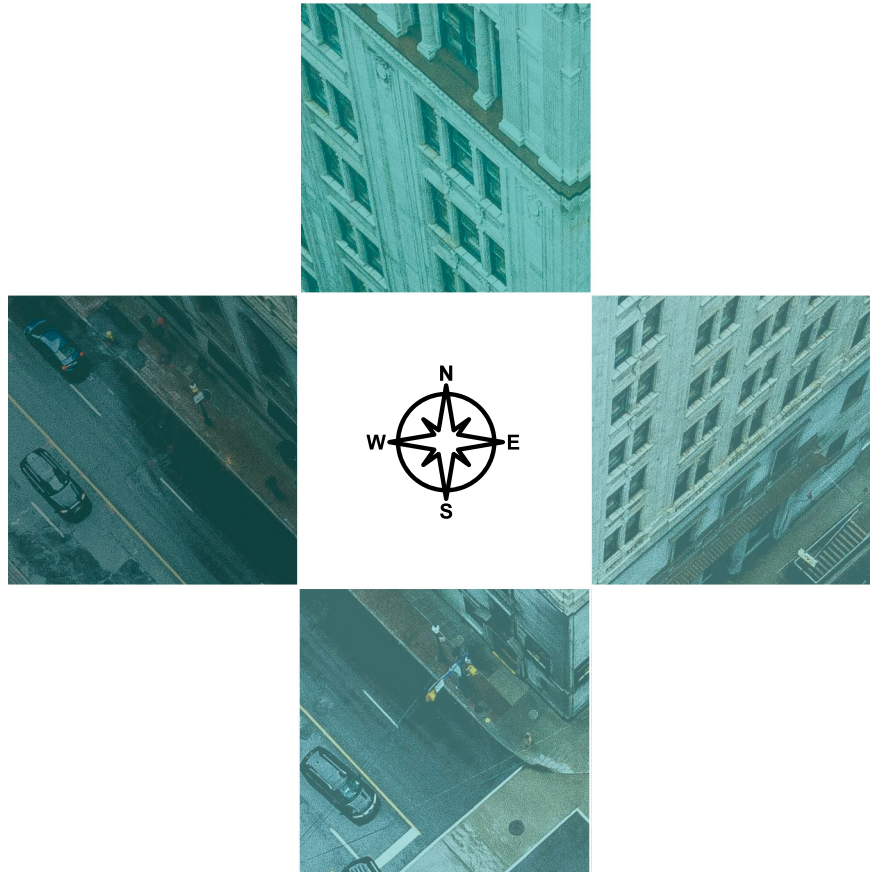
	#	%
Access/correction complaint	64	38.8
Collection/use/disclosure complaint	24	14.5
Reported breach	77	46.7
Total	165	100

Outcome of CYFSA files closed in 2021 (by file type and stage)

	Early Resolution		Mediation		Adjudication		Total	%
Resolved	102	60.7	32	19		0	134	79.8
Screened out	11	6.5		0		0	11	6.5
Abandoned	10	6.0	1	0.6		0	11	6.5
Withdrawn	8	4.8	2	1.2		0	10	6.0
Order/decision issued		0		0	2	1.2	2	1.2
Total	131	78	35	20.8	2	1.2	168	100

Access and Privacy: Cornerstones of a Digital Ontario

2021 STATISTICAL REPORT



**Office of the Information and
Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario
M4W 1A8**

**416-326-3333
www.ipc.on.ca
info@ipc.on.ca**