



**Workbook for Submitting Your Annual Statistical Report  
to the  
Information and Privacy Commissioner of Ontario**

**PART X OF THE *CYFSA***

# General Information

Use this workbook and guide as a “how to” tool to complete the statistical report for the Information and Privacy Commissioner of Ontario under Part X of the *Child, Youth and Family Services Act*.

If you have any questions, contact the Office of the Information and Privacy Commissioner of Ontario:

- e-mail [statistics.ipc@ipc.on.ca](mailto:statistics.ipc@ipc.on.ca)
- 416-326-3333 or toll-free: 1-800-387-0073

## Completing and submitting your statistical report

Your statistical report must be submitted online using the IPC’s Online Statistical Reporting System at <https://statistics.ipc.on.ca>. Visit [statistics.ipc.on.ca](https://statistics.ipc.on.ca) to set up an account and get a login id and a password. You will need to include:

- the name of your organization
- the name and e-mail address of the head of the organization
- the name, mailing address, e-mail address, and telephone number of the person responsible for completing the report (the primary contact)
- your language preference (English or Français)

Once you have started the questionnaire, you can log off the system at any time and it will remember where you left when you log on the next time. This means you do not have to complete and submit your questionnaire all in one session as long as you complete and submit it before the deadline on March 31.

**Faxed or mailed copies of this workbook and guide will NOT be accepted.** Please submit your report online at: <https://statistics.ipc.on.ca>

## The Online Statistical Reporting System will not be available after the deadline date.

When you have completed your questionnaire, the system allows you to review your answers and make any necessary corrections before confirming and submitting your questionnaire. Should you discover that you need to make a correction after you have confirmed and submitted your questionnaire, you may log on to the Online Statistical Reporting System at any time before the deadline date and make the correction. You will need to re-confirm your questionnaire and re-submit it to save the correction.

For example, you submitted a questionnaire stating that you had received no requests for access to records of personal information (a “zero report”). You then discover that you received one or more such requests. You can log on to the Online Statistical Reporting System at any time before the deadline date and simply change the questionnaire type selection at the end of Section 2.

The system will take you to the appropriate sections of the questionnaire so you may complete them. Again, you will need to re-confirm your completed questionnaire and re-submit it for the correction to be applied.

If you have specific questions that are not answered by this workbook and guide, please email [statistics.ipc@ipc.on.ca](mailto:statistics.ipc@ipc.on.ca) or call the Information and Privacy Commissioner of Ontario's main switchboard 416-326-3333. If you are calling long distance, use our toll free line: 1-800-387-0073.



# Section 1: Identification

- 1.1** Please clearly indicate the name of the child and family service provider, phone numbers, mailing and e-mail addresses, and name of the person to contact with any questions about the content of the report.

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- 1.2** Please indicate the type of child and family service provider that is reporting. If the appropriate type is not listed, check “other” and provide details. If you fall into more than one category, select the main one.

	Children’s aid society
	Indigenous child well-being society
	Residential services licensee
	Adoption licensee
	Youth justice services
	Children’s developmental services
	Community support services
	Ministry of Children, Community and Social Services
	Health information custodian under the <i>Personal Health Information Protection Act</i>
	Other

## Section 2: Uses of Personal Information

2.1	Enter the number of times personal information was used or disclosed for a purpose that is not included in your written public statement of information practices.	
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**If you experienced zero access and correction requests and zero privacy breaches,** please enter zero (0) in sections 3.1, 8.1 and 10.1 of the report, skip the remaining sections and submit the report to the IPC.

**If you are primarily a health information custodian under *PHIPA*,** and you experienced zero access and correction requests under the *CYFSA* and zero privacy breaches under the *CYFSA*, you do not have to submit this report.

## Section 3: Access requests received

### How to count access requests

The following will help you determine how and when to count a request for records of personal information as being received.

- Any request for access to records of personal information is counted as **one** request regardless of the number of records involved because it is about only one subject (the person asking for the information).
  - The exception is if an individual and substitute decision-maker is making access requests on behalf of more than one person, For example, if a mother is acting on behalf of her two young children to request access to their personal information, while also requesting access to her own information, count this as **three** requests.
- Only count requests made by individuals (or by the individuals' substitute decision-makers) for their records of personal information under ss. 313(1) of the *CYFSA*. If the request was made by a third party such as another service provider, that should not be counted as an access request even if the individual gave consent.
- If you receive a request that requires clarification, **DO NOT COUNT** this as a request received until the requester provides you with all the information you need to complete the request.
- Do not count a request to correct records of personal information in this section (see section 8).
- If you received zero requests from individuals (or from the individuals' substitute decision-makers) for access to records of personal information, please **enter zero (0) in section 3.1 of the report and move to section 8** of the report.

<b>3.1</b>	Enter the number of written access requests made by individuals (or their substitute decision-makers) that were received during the reporting year (January to December)	
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## Section 4: Access requests – Time to completion

Part X of the *CYFSA* requires service providers to respond to access requests within 30 calendar days. You may extend this time limit in some cases by no more than an additional 90 calendar days and remain in compliance with Part X (ss. 314(3)).

A time extension is only permitted where responding within 30 days would unreasonably interfere with operations due to the volume of records or need for a lengthy search, or would not be practical because of the time required to assess the requester's right of access. You can extend the time limit by issuing a written Notice of Extension to the individual requesting access (ss. 314(4)(a)).

How long did your organization take to complete all requests for access to information? Enter the number of requests in the appropriate category.

<b>4.1</b>	1-30 days	
<b>4.2</b>	Over 30 days with an extension (Notice of Extension was issued)	
<b>4.3</b>	Over 30 days without an extension (Notice of Extension was not issued)	
<b>4.4</b>	<b>Total access requests completed</b> (4.1 + 4.2 + 4.3 = 4.4)	

# Section 5: Access requests – Compliance with Part X of the *CYFSA*

This section has been broken down into sub-sections. Sub-sections A and B are mutually exclusive and will be used to determine the number of requests that are in compliance or not in compliance with the statutory timelines under Part X.

## A. Notice of Extension Not Issued

<b>5.1</b>	Enter the number of requests completed within 30 days where no Notice of Extension was issued	
<b>5.2</b>	Enter the number of requests completed beyond 30 days where no Notice of Extension was issued (same as box 4.3)	
<b>5.3</b>	Total number of completed requests where no Notice of Extension was issued (5.1 + 5.2 = 5.3)	

## B. Notice of Extension Issued (ss. 314(4)(a))

<b>5.4</b>	Enter the number of requests completed within the time limit stipulated in the Notice of Extension	
<b>5.5</b>	Enter the number of requests completed that exceeded the permitted time limit stipulated in the Notice of Extension	
<b>5.6</b>	Total number of completed requests where a Notice of Extension was issued. (5.4 + 5.5 = 5.6)	

## C. Total Requests Completed (sections A and B)

<b>5.7</b>	Enter the overall total number of requests completed for the year. This total must equal the total number of requests shown in Box 4.4 (5.3 + 5.6 = 5.7)	
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Please outline any factors that may have caused you to not meet the 30-day time limit for responding to access requests. If you anticipate circumstances that will improve your ability to comply with Part X in the future, please provide details in the space below.

## Section 6: Outcome of access requests

This section asks for information about how you handled each request for access to records of personal information. If a request had one or more outcome, enter it in **each** applicable box below (you do not need to choose only one outcome per request).

6.1	Enter the number of requests that resulted in <b>full</b> access to the records of personal information requested	
6.2	Enter the number of requests where you provided <b>partial</b> access to the requested information because provisions of Part X were used to deny access (see section 7)	
6.3	Enter the number of requests where you provided <b>partial</b> access to the requested information because some of the records of personal information do not exist or cannot be found	
6.4	Enter the number of requests where you provided <b>partial</b> access to the requested information because Part X does not apply to the information	
6.5	Enter the number of requests where you provided <b>partial</b> access to the requested information for <b>other</b> reasons – for example, because the requested record is not dedicated primarily to the provision of a service to the individual requesting access.	
6.6	Enter the number of requests where <b>no</b> information was released because provisions of Part X were used to deny access (see section 7)	
6.7	Enter the number of requests where <b>no</b> information was released because no record exists or none can be found	
6.8	Enter the number of requests where <b>no</b> information was released because Part X does not apply to the information requested	
6.9	Enter the number of requests that were unfulfilled because they were withdrawn or abandoned by the requester	
6.10	<b>Total number of requests from boxes 6.1 to 6.9.</b> This number should be greater than or equal to the total number of completed requests shown in box 4.4	
6.11	Add the number of requests in boxes 6.2 and 6.6 to determine the total number of requests where access to information was denied in whole or in part because provisions of Part X were used to deny access. This number should be less than or equal to box 7.8, below	

## Section 7: Provisions applied to deny access

Box 6.11 of the previous section shows the total number of requests for which access to part or all of the requested information was denied based on provisions in Part X.

In this section, you must apply one or more provisions to each request. The total must be greater than or equal to Box 6.11.

For the total requests where you applied a Part X provision to deny access in whole or in part, how many times did you apply each of the following?

*Please note that more than one provision may be applied to each request.*

<b>7.1</b>	The record or the information in the record is subject to a legal privilege that restricts its disclosure to the individual (ss. 312(1)(a))	
<b>7.2</b>	Another act, an act of Canada or a court order prohibits its disclosure to the individual (ss. 312(1)(b))	
<b>7.3</b>	The information in the record was collected or created primarily in anticipation of or for use in a proceeding, and the proceeding, together with all appeals or processes resulting from it, has not been concluded (ss. 312(1)(c))	
<b>7.4</b>	Granting the access could reasonably be expected to result in a risk of serious harm to the individual or another individual (ss. 312(1)(d)(i))	
<b>7.5</b>	Granting the access could reasonably be expected to lead to the identification of an individual who was required by law to provide information in the record to the service provider (ss. 312(1)(d)(ii))	
<b>7.6</b>	Granting the access could reasonably be expected to lead to the identification of an individual who provided information in the record to the service provider explicitly or implicitly in confidence (if the service provider considers it appropriate in the circumstances that the identity of the individual be kept confidential) (ss. 312(1)(d)(iii))	
<b>7.7</b>	The request is frivolous or vexatious(ss. 314(6))	
<b>7.8</b>	<b>Total</b> (7.1 to 7.7) (must be greater than or equal to Box 6.11)	

## Section 8: Corrections and statements of disagreement (s. 315)

If an individual believes that their record of personal information held by a child and family service provider is inaccurate or incomplete, they have a right to:

- request in writing that the service provider correct the record of personal information;
- receive a written reply from the service provider to grant or refuse the request;
- request that a written notice of the correction, to the extent reasonably possible, be sent to those to whom the service provider disclosed the information, except if it will have no effect on the provision of services;
- require the service provider to attach a statement of disagreement to the information if the requested correction was not made and to disclose the statement of disagreement whenever the service provider discloses the information in issue.

*Count each correction request only once, even if the individual is requesting multiple corrections.*

If you received zero requests for correction to records of personal information, please **enter zero (0) in section 8.1 of the report and move to section 10** of the report.

8.1	Enter the number of written correction requests received from individuals (or their substitute decision-makers) during the reporting year (December to January)	
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What action did you take when you received the requests for correction?

8.2	Enter the number of corrections made in their entirety	
8.3	Enter the number of corrections partially made	
8.4	Enter the number of corrections that were refused	
8.5	Enter the number of corrections that were unfulfilled because they were withdrawn or abandoned by the requester	
8.6	Add boxes 8.2 to 8.5 to determine the total number of correction requests completed for the reporting year.	
8.7	Enter the number of corrections that were made in part (box 8.3) or denied in full (box 8.4) where statements of disagreement were attached to the records of personal information	
8.8	Enter the number of notices of correction or statements of disagreements sent to a third party	

## Section 9: Correction requests – Time to completion

Part X of the *CYFSA* requires service providers to respond to correction requests within 30 calendar days. Where responding within 30 days would unreasonably interfere with operations, or would not be practical because of the necessary consultations, a service provider can extend the 30-day time limit for no more than an additional 90 calendar days and remain in compliance with Part X. You can extend the time limit by issuing a written Notice of Extension to the individual requesting correction (ss. 315(5)).

How long did your organization take to complete all requests for correction of information?  
Enter the number of requests in the appropriate category.

<b>9.1</b>	1-30 days	
<b>9.2</b>	Over 30 days, but within the additional time limit you stipulated in a Notice of Extension (up to 90 additional days)	
<b>9.3</b>	Over 30 days without an extension (Notice of Extension was not issued)	
<b>9.4</b>	Exceeding the extended time limit (you issued a Notice of Extension to extend the time limit by up to 90 additional days, but then did not complete your response within that time).	
<b>9.5</b>	<b>Total requests completed</b> (9.1 + 9.2 + 9.3 + 9.4 = 9.5) Box 9.5 must equal Box 8.6	

## Section 10: Total number of privacy breaches

If you experienced zero privacy breaches, please **enter zero (0) in section 10.1 of the report, and skip to section 15.**

Please note: You must enter all privacy breaches in the reporting year, regardless of significance and even if you were not required to report them at the time to the IPC.

Do not count each incident more than once. If one incident includes more than one of the following four categories (sections 11 through 14), choose the category that it best fits. For example, if an employee accessed records of personal information without authority, and then disclosed the information, count that incident as either a use or a disclosure, but not both. The sum of boxes 11.1 + 12.1 + 13.1 + 14.1 must equal box 10.1.

<b>10.1</b>	Enter the total number of privacy breach incidents experienced during the reporting year (January – December)	
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## Section 11: Stolen personal information

<b>11.1</b>	What was the total number of privacy breach incidents where records of personal information were <b>stolen</b> ?	
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**11.2** Of this total indicate the number of privacy breaches where:

<b>11.2.1</b>	theft was by an internal party (such as an employee, agent, or other service provider)	
<b>11.2.2</b>	theft was by a stranger	

**11.3**

*Count each incident only once – the total on line 11.3.6 must equal line 11.1.*

<b>11.3.1</b>	theft was the result of a ransomware	
<b>11.3.2</b>	theft was the result of another type of cyberattack	
<b>11.3.3</b>	unencrypted portable electronic equipment (such as USB keys or laptops) was stolen	
<b>11.3.4</b>	paper records were stolen	
<b>11.3.5</b>	other: theft was a result of something else or other items were stolen	
<b>11.3.6</b>	<b>Total incidents</b> (11.3.1 to 11.3.5 = 11.3.6) Box 11.3.6 must equal Box 11.1	

**11.4** Of the total on line 11.1, indicate the number of privacy breaches where:

*Count each incident only once – the total on line 11.4.6 must equal line 11.1*

<b>11.4.1</b>	one individual was affected	
<b>11.4.2</b>	2 to 10 individuals were affected	
<b>11.4.3</b>	11 to 50 individuals were affected	
<b>11.4.4</b>	51 to 100 individuals were affected	
<b>11.4.5</b>	over 100 individuals were affected	
<b>11.4.6</b>	<b>Total incidents</b> (11.4.1 to 11.4.5 = 11.4.6) Box 11.4.6 must equal Box 11.1	

## Section 12: Lost personal information

<b>12.1</b>	What was the total number of privacy breach incidents where records of personal information were lost?	
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**12.2** Of this total, indicate the number of privacy breaches where:

*Count each incident only once – the total on line 12.2.5 must equal line 12.1.*

<b>12.2.1</b>	loss was the result of a ransomware	
<b>12.2.2</b>	loss was the result of another type of cyberattack	
<b>12.2.3</b>	unencrypted portable electronic equipment (such as USB keys or laptops) was lost	
<b>12.2.4</b>	paper records were lost	
<b>12.2.5</b>	other: loss was a result of something else or other items were lost	
<b>12.2.6</b>	<b>Total incidents</b> (12.2.1 to 12.2.5 = 12.2.6) Box 12.2.6 must equal Box 12.1	

**12.3** Of the total on line 12.1 indicate the number of privacy breaches where:

*Count each incident only once – the total on line 12.3.6 must equal line 12.1*

<b>12.3.1</b>	one individual was affected	
<b>12.3.2</b>	2 to 10 individuals were affected	
<b>12.3.3</b>	11 to 50 individuals were affected	
<b>12.3.4</b>	51 to 100 individuals were affected	
<b>12.3.5</b>	over 100 individuals were affected	
<b>12.3.6</b>	<b>Total incidents</b> (12.3.1 to 12.3.5 = 12.3.6) Box 12.3.6 must equal Box 12.1	

## Section 13: Used without authority

<b>13.1</b>	What was the total number of privacy breach incidents where records of personal information were used (e.g. viewed or handled by an employee) without authority?	
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**13.2** Of this total, indicate the number of privacy breaches where:

*Count each incident only once – the total on line 13.2.4 must equal line 13.1.*

<b>13.2.1</b>	unauthorized use was through electronic records	
<b>13.2.2</b>	unauthorized use was through paper records	
<b>13.2.3</b>	unauthorized use was through other means	
<b>13.2.4</b>	<b>Total incidents</b> (13.2.1 to 13.2.3 = 13.2.4) Box 13.2.4 must equal Box 13.1	

**13.3** Of the total on line 13.1 indicate the number of privacy breaches where:

*Count each incident only once – the total on line 13.3.6 must equal line 13.1*

<b>13.3.1</b>	one individual was affected	
<b>13.3.2</b>	2 to 10 individuals were affected	
<b>13.3.3</b>	11 to 50 individuals were affected	
<b>13.3.4</b>	51 to 100 individuals were affected	
<b>13.3.5</b>	over 100 individuals were affected	
<b>13.3.6</b>	<b>Total incidents</b> (13.3.1 to 13.3.5 = 13.3.6) Box 13.3.6 must equal Box 13.1	

## Section 14: Disclosed without authority

<b>14.1</b>	What was the total number of privacy breach incidents where records of personal information were disclosed without authority?	
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**14.2** Of this total, indicate the number of privacy breaches where:

*Count each incident only once – the total on line 14.2.4 must equal line 14.1.*

<b>14.2.1</b>	unauthorized disclosure was through misdirected faxes	
<b>14.2.2</b>	unauthorized disclosure was through misdirected emails	
<b>14.2.3</b>	unauthorized disclosure was through other means	
<b>14.2.4</b>	<b>Total incidents</b> (14.2.1 to 14.2.3 = 14.2.4) Box 14.2.4 must equal Box 14.1	

**14.3** Of the total on line 14.1, indicate the number of privacy breaches where:

*Count each incident only once – the total on line 14.3.6 must equal line 14.1*

<b>14.3.1</b>	one individual was affected	
<b>14.3.2</b>	2 to 10 individuals were affected	
<b>14.3.3</b>	11 to 50 individuals were affected	
<b>14.3.4</b>	51 to 100 individuals were affected	
<b>14.3.5</b>	over 100 individuals were affected	
<b>14.3.6</b>	<b>Total incidents</b> (14.3.1 to 14.3.5 = 14.3.6) Box 14.3.6 must equal Box 14.1	

# Glossary of Terms

**Child and Family Service Provider** – A service provider is defined as any person or entity that provides a service funded under the *CYFSA* (for example, children’s aid societies), a *CYFSA* licensee, a lead agency, the Ministry of Children, Community and Social Services, and any additional person or entity prescribed through a regulation. (s. 2, s. 281)

**Notice of Extension** - A service provider may extend the time to complete an access or correction request by a maximum of an additional 90 calendar days. This is only permitted in limited circumstances outlined in the legislation (s. 314(3) and s. 315(4)). The notice must include:

- the length of the extension
- the reason for the extension

**Outside the scope of your information practices** - Service providers are required to make public a general description of their information practices (s. 311). If a service provider uses or discloses personal information about an individual, without their consent, in a manner that is outside the scope of this description of information practices, they must inform the individual and attach a note about the use or disclosure to the individual’s record. This might apply, for example, if a service provider uses an individual’s personal information for research after stating in their description of information practice that it will only use personal information for direct service delivery.

**Personal information** – Recorded information about an identifiable individual. Has the same meaning as in s. 2(1) of the *Freedom of Information and Protection of Privacy Act* (*CYFSA*, ss. 2(1)) which provides that “personal information” includes:

- information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual,
- information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,
- any identifying number, symbol or other particular assigned to the individual,
- the address, telephone number, fingerprints or blood type of the individual,
- the personal opinions or views of the individual except where they relate to another individual,
- correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,
- the views or opinions of another individual about the individual, and
- the individual’s name where it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

Note that personal information does not include information about an individual who has been dead for more than thirty years. (*FIPPA*, s. 2(2))

Personal information also does not include the name, title, contact information or designation of an individual that identifies the individual in a business, professional or official capacity. This applies even if an individual carries out business, professional or official responsibilities from their dwelling and the contact information for the individual relates to that dwelling. (*FIPPA*, s. 2(3-4))

Specific to the *collection* of personal information, the definition of personal information includes information that is not recorded. (*FIPPA*, s. 38(1))

**Public Statement of Information Practices** - A written statement, made available to the public that includes:

- a description of your information practices
- how an individual may obtain access to or request correction of a record of personal information held by your organization
- how to contact your organization
- how to make a complaint to your organization and to the IPC

**Provision to deny access** - These are specific sub-sections in Part X (s.312) that provide the grounds on which the service provider may deny access to information.

**Frivolous or Vexatious** or made in bad faith - A service provider may refuse to grant access or make a correction to a record if they believe on reasonable grounds that the request was frivolous or vexatious or made in bad faith. (ss. 314(6))

**Record** - A record means a record of information in any form or in any medium, whether in written, printed, photographic or electronic form or otherwise, but does not include a computer program or other mechanism that can produce a record. (s. 2)

**Reporting Year** - January 1 to December 31.

**Request, Access** – A written request made by an individual (or their substitute decision-maker) for access to their records of personal information under ss. 313(1). DO NOT include disclosures of personal information to third parties, such as other service providers, even if the individual requested or consented to these disclosures.

**Request, Completed** - A request is considered to be complete once a decision letter has been sent to the individual in response to an access or correction request.

**Request, Correction** - A written request by an individual (or their substitute decision-maker) that a correction be made to their records of personal information. (ss. 315(2))

**Statement of Disagreement** - A concise statement of disagreement prepared by the individual that sets out the correction to personal information the service provider has refused to make. (ss. 315(12))