

2017-18 ANNUAL REPORT

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

Justice and Public Safety

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MESSAGE FROM THE MINISTER

As the Minister responsible for the Access to Information and Protection of Privacy Act, 2015, I am pleased to present this year's Annual Report.



Recent years have seen significant increases in ATIPP Requests. 2017-18 saw our highest number of requests to date with 2311 requests received across all public bodies in Newfoundland and Labrador. This figure includes all government departments, agencies, health care bodies, school boards and municipalities. Public bodies, and especially ATIPP Coordinators, continue to work hard to complete these requests on time. The ATIPP process plays a vital role in increasing transparency and accountability of public bodies.

While ATIPP Requests often get the bulk of public attention, the ATIPP Office also has an important mandate in protecting privacy. In 2017-18, this office completed 64 privacy assessments on departmental projects. These assessments ensure that government will only collect your personal information if necessary and that any information collected is kept secure.

Finally, both privacy and access to information require public body employees to be aware of their obligation and trained in how to handle requests. To this end, the ATIPP Office completed 70 training sessions in 2017-18. This included training to government departments, health care bodies, and municipalities across the province.

I hope you will find this report informative, and assure you that we continue our efforts to increase transparency through access to information, and to protect the privacy of residents of Newfoundland and Labrador.



Honourable Andrew Parsons
Minister of Justice and Public Safety
Attorney General

Overview

The *ATIPPA, 2015* sets out how public bodies in Newfoundland and Labrador must respond to access to information requests, and how they must protect personal information. The role of the ATIPP Office is to assist these public bodies in complying with the legislation, and monitor how well *ATIPPA, 2015* is being followed.

Public bodies include government departments, agencies, boards, commissions, crown corporations, health authorities, educational bodies and municipalities.

Providing Assistance

In order to fulfill our mandate of supporting public bodies in compliance with *ATIPPA, 2015*, the ATIPP Office:

- Operates a help line for public bodies, members of the public and anyone else who has questions about access to information and protection of privacy;
- Develops training materials and delivers training sessions for ATIPP coordinators, municipalities, and other public body employees;
- Delivers Communities of Practice sessions which are available to ATIPP coordinators across the province;
- Maintains policy manuals on access and privacy;
- Develops guidance pieces on specific issues including municipal access and privacy, handling privacy breaches, and information protection; and
- Conducts privacy assessments on new and existing projects.

Monitoring Access and Privacy

The ATIPP Office also monitors how well public bodies are complying with *ATIPPA, 2015*. This role includes:

- Maintaining statistics on access requests to departments and public bodies, including the outcome of requests, fees charged and response times; and
- Monitoring privacy breaches that occur across government.

Information about the ATIPP process and the ATIPP Office can be found online at: www.atipp.gov.nl.ca/.

Highlights of 2017-18

This has been a busy year for access to information, protection of privacy and the ATIPP Office with a record number of requests and a strong focus on training.

In the 2017-18 fiscal year, 2,311 requests were made to government departments and public bodies, up from 2,085 the year before. While not as significant an increase as in previous years, the increase in requests over the last five years represents a substantial increase over time, and a significant increase in the workload for ATIPP coordinators across all public bodies as well as for the ATIPP Office.

A major focus of the ATIPP Office this year has been the development and delivery of training for ATIPP coordinators and public body employees.

In terms of developing training programs, the ATIPP Office created a full day training program for ATIPP coordinators focused on privacy, which accompanies the full day training relating to access which was developed last year. The privacy training focuses on the privacy provisions of the Act, and tools public bodies can use to assist in ensuring they are in compliance with the Act.

Delivering these training modules has kept the ATIPP Office busy over the past year, with staff travelling to Campbellton, Colinet, Corner Brook, Gander, Grand Falls-Windsor, Indian Bay, Marystown, Roddickton, South Brook, St. Anthony, as well as the Avalon. In total, more than 1,000 people attended 70 different access and privacy training sessions. Sessions were held with ATIPP coordinators, municipalities and general public body staff.

In addition, the ATIPP Office facilitated enrolment in the University of Alberta Information Access and Protection of Privacy Certificate program for government department coordinators.

Throughout the year, the ATIPP Office has also supported ATIPP coordinators, public body staff and members of the public through our ATIPP Help Line, fielding over 1,700 calls on a wide variety of access and privacy issues.

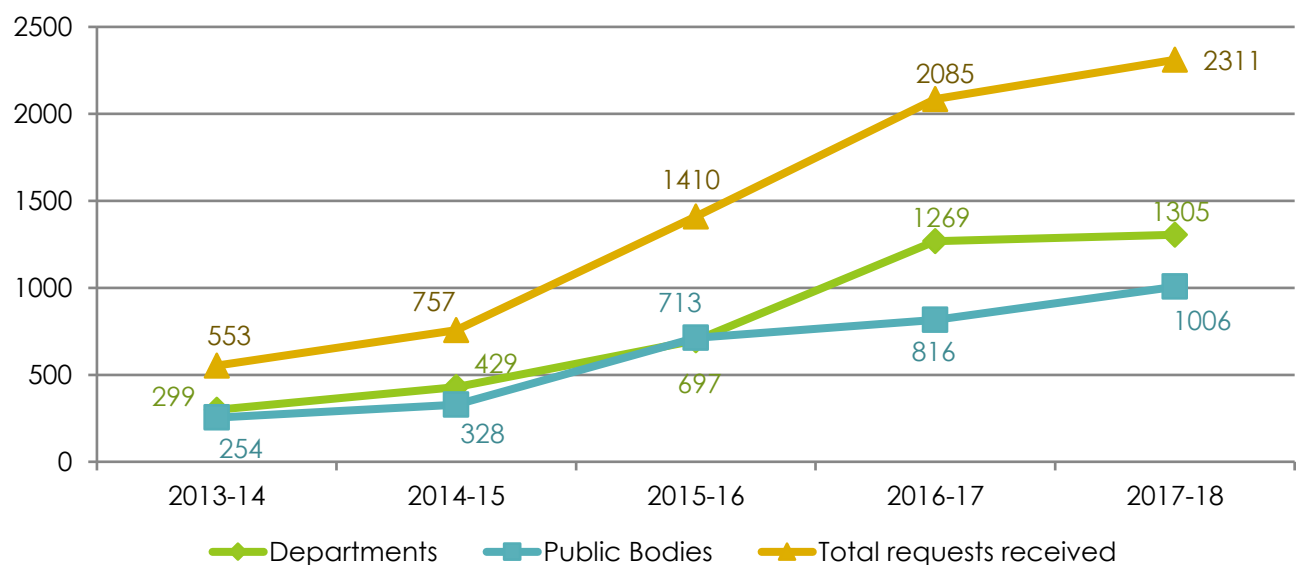
The ATIPP Office continues to ensure the ATIPP process is transparent through the Completed ATIPP Request website (<http://atipp-search.gov.nl.ca/>). General requests are posted on this website so the public can access information that has been disclosed through the ATIPP process.

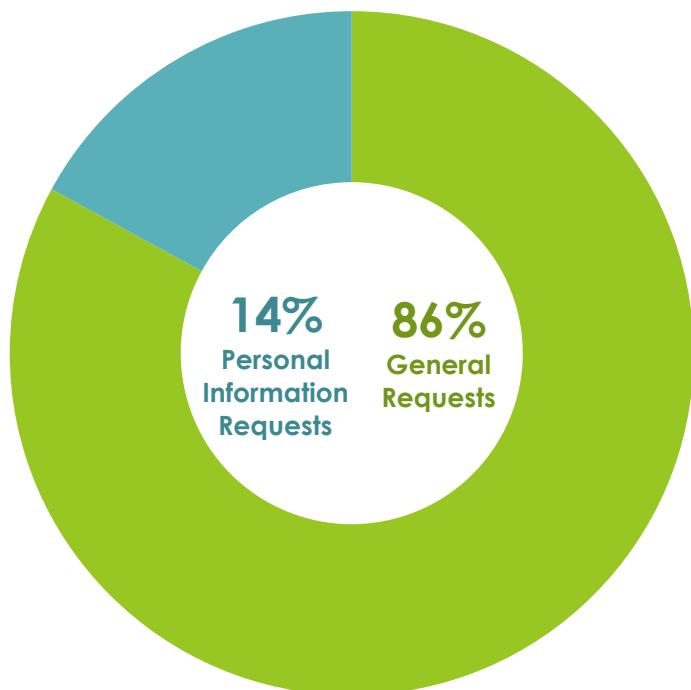
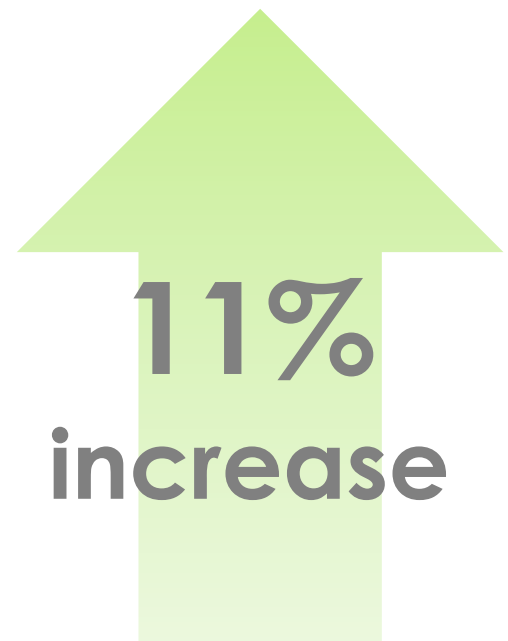
Report on Performance

Increase in Requests Received

In the 2017-18 fiscal year, a total of 2,311 access requests were made to government departments and public bodies (see Annex A, Table 1). This represents an 11 per cent increase from the previous fiscal year when 2,085 requests were received. Overall, there has been a 317 per cent increase in the number of access requests received by government departments and public bodies over a five-year period (2013-14 to 2017-18).

Figure 1 – Number of Access Requests by Fiscal Year

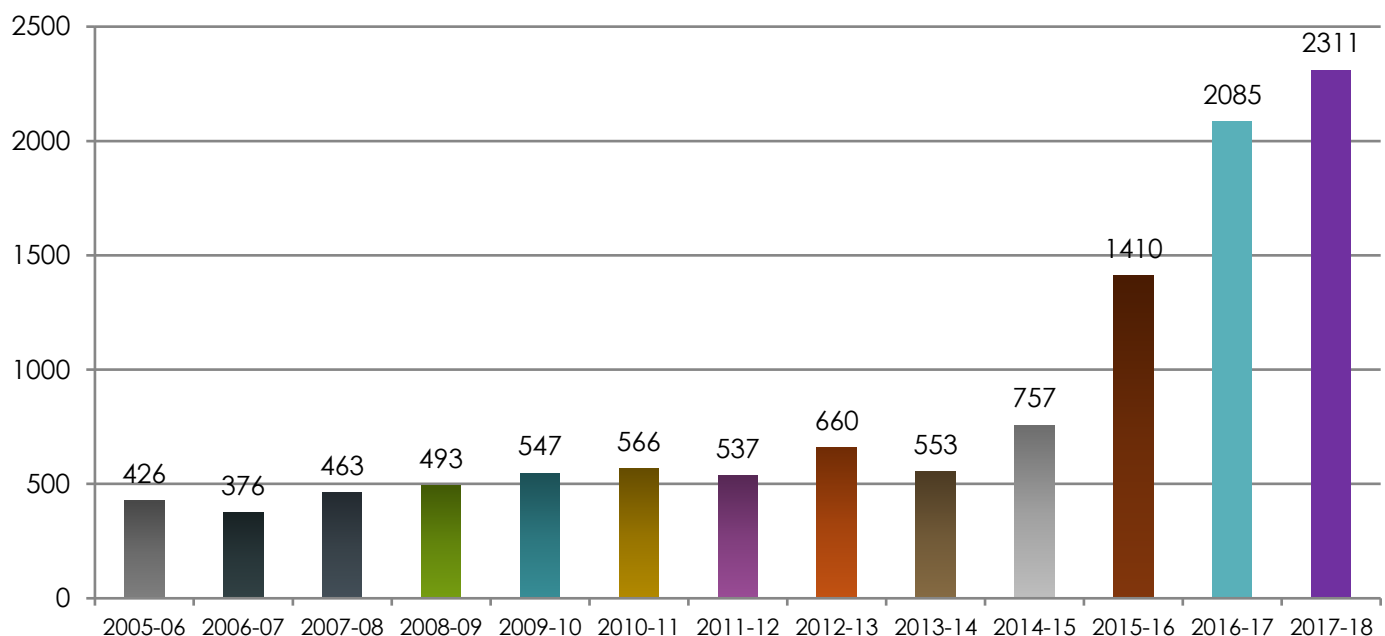




During 2017-18, general requests represented the majority of access to information requests received by all public bodies.

A look at the last thirteen years since the Act came into force shows an overall increase in the number of access requests received by departments and public bodies, with 2017-18 seeing the highest number of requests received with 2,311 requests as compared with 2005-06 where 426 requests were received (Figure 2).

Figure 2 – Number of Access Requests Over 13-Year Period



Of the 2311 requests received in 2017-18, the Government of Newfoundland and Labrador received 1,305 (56 per cent) requests, while other public bodies in total received 1,006 (44 per cent) requests. Of the requests made to government departments, 232 (18 per cent) were for personal information – people asking for their own information. The remaining 1,073 (82 per cent) were general requests for records relating to government activities and programs.

Response Times to Access Requests

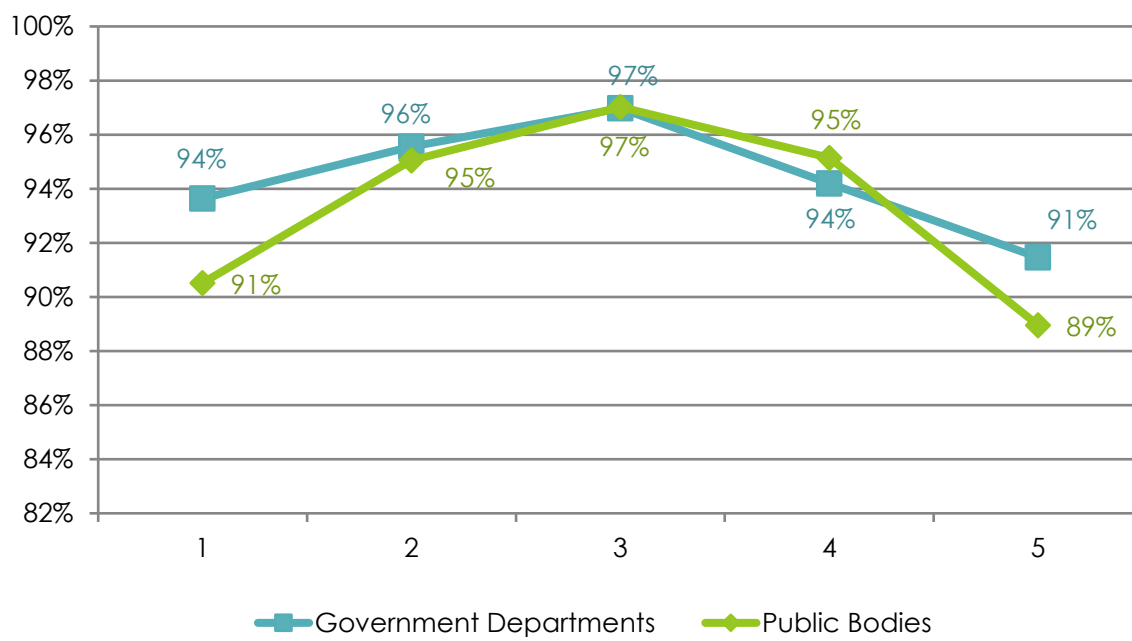
During the 2017-18 fiscal year:

- departments responded to 90 per cent of general requests and 98 per cent of personal information requests within the legislated timelines¹; and
- public bodies responded to 87 per cent of general requests and 93 per cent of personal information requests within the legislated timelines².

¹ At the time of this report, five general access requests had not closed.

² At the time of this report, one personal information requests had not closed.

Figure 3 – On-Time Response Timelines for All Requests (General and Personal Information Requests) (2013-14 to 2017-18)

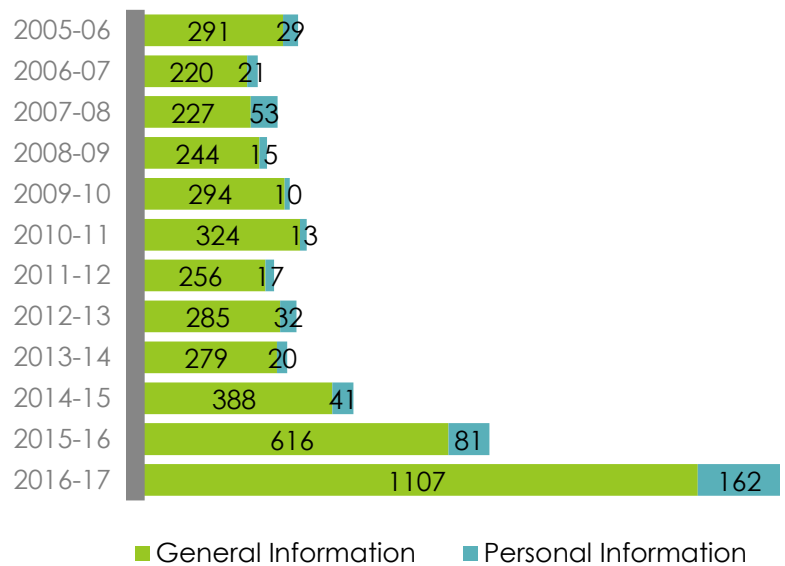


Providing Access

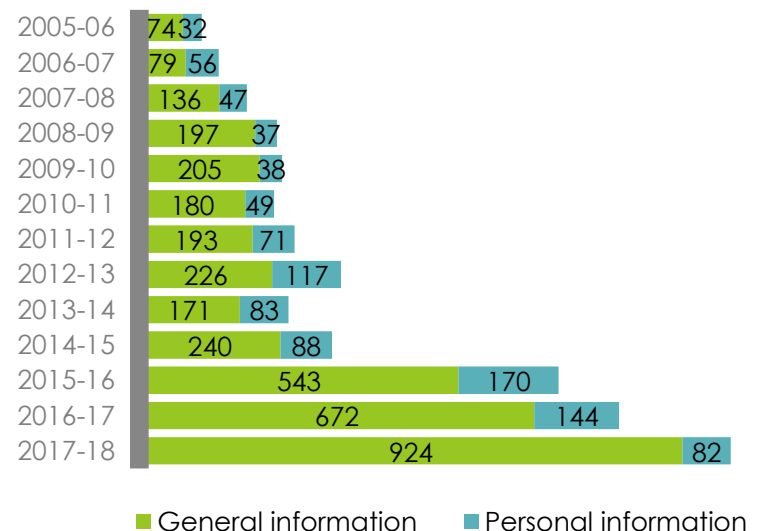
Every year since 2005, the majority of requests received by all public bodies (departments and other public bodies) have been requests for general information. In 2017-18, individuals seeking their own personal information represented approximately 18 per cent of the requests received by government departments. Requests from individuals seeking general information from departments represented the other 82 per cent of requests.

For other public bodies, eight per cent of requests were for personal information and the remaining 92 per cent were for general information.

Requests to Departments



Requests to Public Bodies

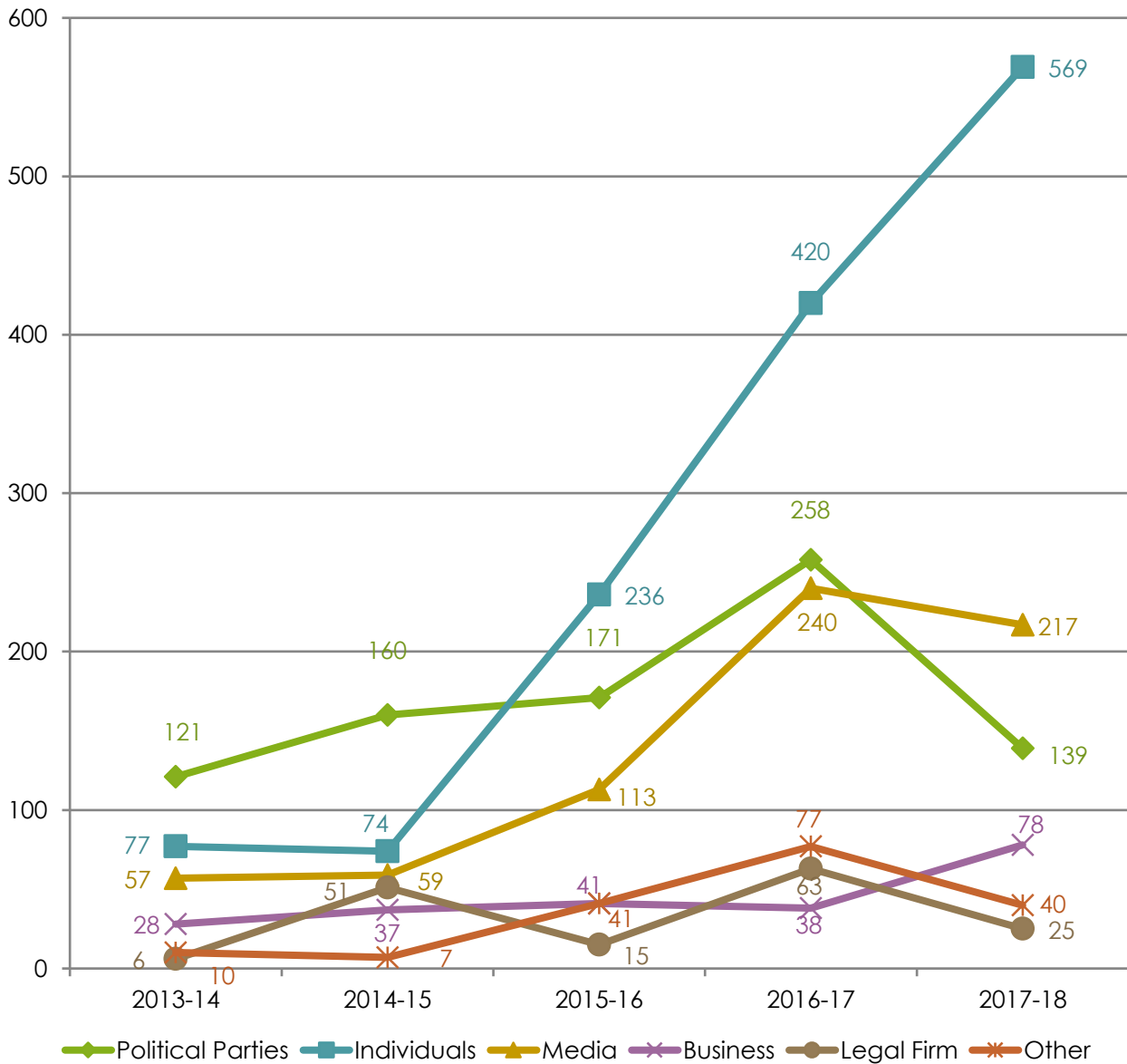


Requests by Applicant Type

Many different types of people make access to information requests each year. These applicants are divided into eight different categories: individuals, political parties, media, businesses, legal firms, interest groups, researchers and other public bodies.

The largest number of requests is received from individuals, media and businesses. The number of requests made by these three groups has increased this fiscal year, with the majority of requests received by departments being made by individuals in 2017-18.

Figure 4 – Requests by Applicant Type

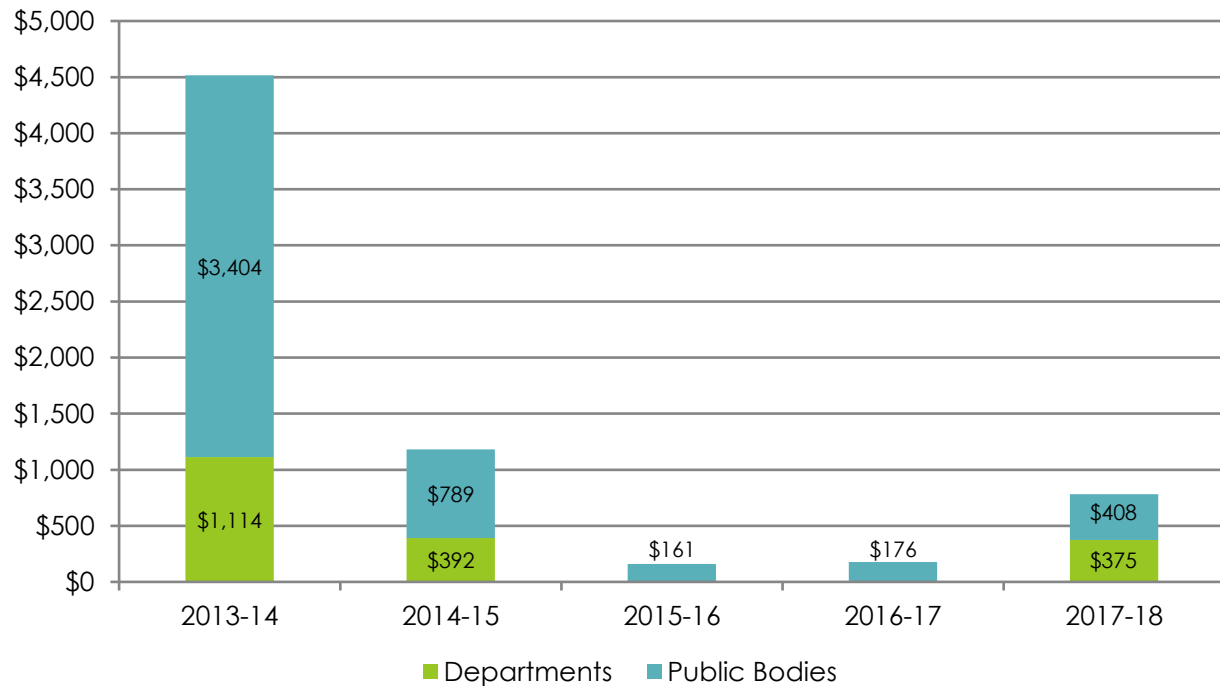


*Statistics provided in Figure 6 are general requests received by government departments.

Processing Costs Paid for Access Requests

As a result of the changes to the Cost Schedule in March 2015, which included the elimination of an application fee as well as an increase in the free time for requests and a reduction in what can be charged, limited costs were paid in 2017-18.

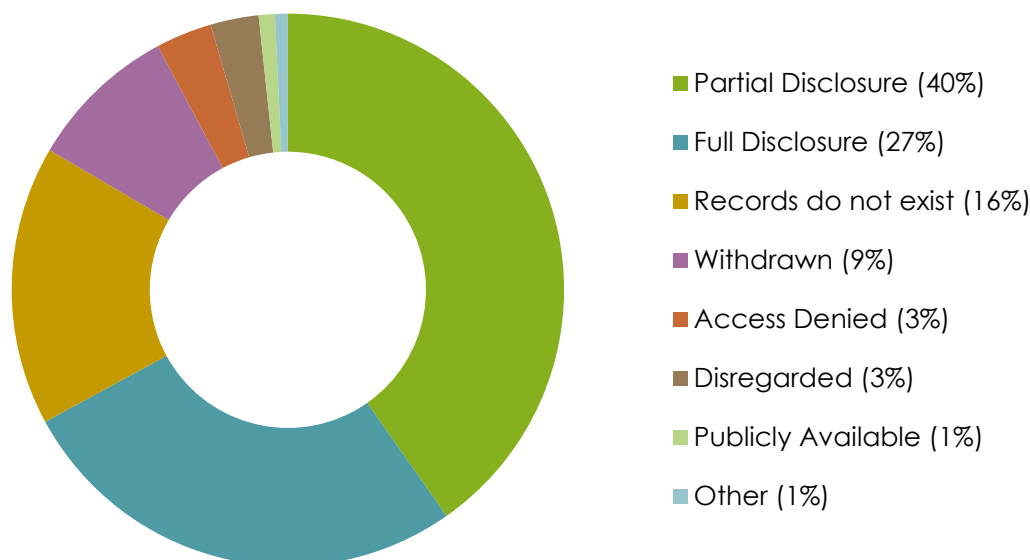
Figure 5 – Processing Costs Paid



Outcomes of Requests

Figure 8 shows the final outcome for departmental general access requests in 2017-18. The majority resulted in full disclosure (27 per cent) or partial disclosure (40 per cent).

Figure 6 – Final Outcome of General Access Requests Responded to by Departments



ATIPP Office Support

In an effort to assist government departments and public bodies understand their roles and responsibilities relating to access to information and the protection of privacy, the ATIPP Office provides advice and guidance to these entities and also responds to public inquiries.

The ATIPP Office received approximately 1,700 calls during 2017-18, with 57 per cent from departments and the remaining from agencies, board, commissions, municipalities and the general public.

1,701
calls responded to by the
ATIPP Office in 2017-18

Privacy Assessments

Any new or redesigned government programs involving personal information must undergo a preliminary privacy impact assessment or a full privacy impact

assessment to identify potential privacy risks and ensure compliance with the privacy provisions of the Act.

In 2017-18, the ATIPP Office reviewed 64 preliminary privacy impact assessments of new or modified programs and services to ensure the protection of personal information.

Training

This fiscal year the ATIPP Office continued to provide various types of training to coordinators and public body employees. Additionally, it launched new full-day privacy training for ATIPP coordinators.

During 2017-18, the ATIPP Office staff conducted province-wide training for public bodies, with sessions held in Campbellton, Colinet, Corner Brook, Gander, Grand Falls-Windsor, Indian Bay, Marystown, Roddickton, South Brook, St. Anthony, as well as the Avalon. In addition, ATIPP Office staff once again attended and

presented at the Municipalities NL and Professional Municipal Administrators conferences as well as provided municipal-specific training with various municipalities.

70

training sessions held
across the province in
2017-18

In total, more than 1,000 people attended 70 different access and privacy training sessions during 2017-18 and 749 completed the online access and privacy training offered through the Provincial Government's Centre for Learning and Development.

Annex A - Detailed Statistical Report

During 2017-18, departments and public bodies received a total of 2,311 general and personal access requests. Public bodies include government agencies, boards, commissions, municipalities, crown corporations, health care and educational bodies.

Table 1 – Total Number of Requests Received (April 1, 2017 to March 31, 2018)

REQUEST TYPE	Total	%
General Requests to a Government Department	1073	46%
General Requests to a Public Body	924	40%
Personal Information Requests to a Government Department	232	10%
Personal Information Requests to a Public Body	82	4%
TOTAL	2311	100%

The listing of government departments is based on the departmental structure at the end of the 2017-18 fiscal year.

Section A – Volume and Applicant Type

During the 2016-17 fiscal year, a total of 2,311 requests were received by government departments and public bodies. Of these, departments received 1,305 (56 per cent) and public bodies 1,006 (44 per cent).

General and Personal information requests

Table 2a – All Requests by Frequency of Applicant Type (April 1, 2017 to March 31, 2018)

Applicant Type	Departments	Public Bodies	Total	%
Individual	793	715	1508	65%
Media	218	124	342	15%
Business	79	83	162	7%
Political Party	139	16	155	7%
Legal Firm	29	22	51	2%
Interest Group	19	30	49	2%
Researcher	17	8	25	1%
Other Public Body	6	7	13	1%
Not Closed	5	1	6	0%
Total	1305	1006	2311	100%

Table 2b – All Requests by Department and Applicant Type (April 1, 2017 to March 31, 2018)

DEPARTMENT	Individual	Media	Political Party	Business	Legal Firm	Interest Group	Researcher	Other public body	Not Closed	TOTAL
Advanced Education, Skills and Labour	25	9	6	0	2	2	4	0	0	48
Children, Seniors and Social Development	17	4	1	2	2	0	0	0	1	27
Education and Early Childhood Development	21	9	9	1	1	0	0	0	0	41
Executive Council (Cabinet Secretariat)	36	4	5	0	1	0	0	0	0	46
Human Resource Secretariat	22	2	5	0	0	5	0	0	0	34
Intergovernmental and Indigenous Affairs Secretariat	2	2	1	0	2	0	1	0	1	9
Labrador Affairs Secretariat	3	1	0	0	0	1	0	0	0	5
Office of the Chief Information Officer	3	0	1	0	0	0	0	0	0	4
Premier's Office	20	14	19	0	0	0	0	0	0	53
Women's Policy Office	0	1	0	0	0	0	0	0	0	1
Finance	40	16	18	6	1	3	2	0	0	86
Fisheries and Land Resources	58	15	5	6	5	0	1	0	0	90

DEPARTMENT	Individual	Media	Political Party	Business	Legal Firm	Interest Group	Researcher	Other public body	Not Closed	TOTAL
Health and Community Services	45	24	7	1	2	3	4	0	0	86
Justice and Public Safety	176	28	8	4	7	2	2	1	0	228
Municipal Affairs and Environment	87	19	5	20	2	1	1	2	1	138
Natural Resources	88	21	16	4	1	0	0	0	0	130
Service NL	71	17	2	10	2	0	0	1	0	103
Tourism, Culture, Industry and Innovation	12	15	20	2	1	0	1	2	1	54
Transportation and Works	67	17	11	23	0	2	1	0	1	122
Total by Applicant Type	793	218	139	79	29	19	17	6	5	1305
Percentage %	61%	17%	11%	6%	2%	1%	1%	0%	0%	99%

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

Table 2c – All Requests by Public Body and Applicant Type (April 1, 2017 to March 31, 2018)

PUBLIC BODY	Individual	Media	Business	Interest Group	Legal Firm	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Arts NL	1	0	0	1	0	0	0	0	0	2
Central Health	5	5	1	5	3	1	1	1	0	22
Central Regional Service Board	5	0	0	0	2	0	0	0	0	7
Centre for Health Information	6	2	0	0	0	0	1	0	0	9
Corner Brook	4	3	3	0	0	0	0	0	0	10
Mount Pearl	8	3	0	0	0	0	0	0	0	11
St. John's	75	5	19	0	0	0	0	1	0	100
College of the North Atlantic	17	3	2	1	0	0	1	0	0	24
Conseil scolaire francophone provincial de terra-neuve-et-labrador	2	0	0	0	0	0	0	0	0	2
Consumer Advocate	1	0	0	0	0	0	0	0	0	1
Eastern Health	27	9	11	7	5	3	1	0	0	63
Eastern Regional Service Board	3	0	0	0	0	0	0	0	0	3
Health Research Ethics Authority	10	2	0	0	0	0	0	0	0	12
Judicial Council	0	0	0	1	0	0	0	0	0	1
Labrador-Grenfell Health	11	6	0	3	0	0	1	0	0	21
Memorial University	75	9	13	2	0	0	0	0	0	99

PUBLIC BODY	Individual	Media	Business	Interest Group	Legal Firm	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Municipal Assessment Agency	1	0	0	0	0	0	0	0	0	1
Nalcor	40	40	2	1	0	3	1	0	0	87
NL 911 Bureau	1	0	0	0	0	0	0	0	0	1
NL Housing Corporation	3	0	1	0	0	5	0	0	0	9
NL Liquor Corporation	8	2	0	0	0	1	0	0	0	11
NL English School District	13	2	2	2	0	1	0	1	0	21
Public Procurement Agency	1	0	8	0	0	0	0	0	0	9
Public Service Commission	4	2	0	0	0	0	0	0	0	6
Public Utilities Board	4	2	0	0	0	0	0	0	0	6
The Rooms	3	4	0	3	0	2	0	0	0	12
Royal Newfoundland Constabulary	73	8	9	0	2	0	0	3	0	95
Town of Bay Bulls	1	0	0	0	0	0	0	0	0	1
Town of Bay Roberts	4	0	0	0	0	0	0	0	0	4
Town of Burnt Islands	0	1	0	0	0	0	0	0	0	1
Town of Conception Bay South	8	1	2	0	4	0	0	0	0	15
Town of Channel-Port-Aux-Basques	2	4	0	0	0	0	0	0	0	6
Town of Clarenville	1	0	0	0	0	0	0	0	0	1
Town of Deer Lake	5	0	0	0	0	0	0	0	0	5
Town of Eastport	2	0	0	0	0	0	0	0	0	2
Town of Gander	35	0	0	0	0	0	0	0	0	35
Town of Gillams	0	0	0	0	0	0	0	1	0	1
Town of Harbour Grace	0	0	1	0	0	0	0	0	0	1
Town of Harbour Main	3	0	0	0	0	0	0	0	0	3
Town of Holyrood	1	0	0	0	0	0	0	0	0	1
Town of Isle aux Morts	0	1	0	0	0	0	0	0	0	1
Town of Kippens	1	0	0	0	0	0	0	0	0	1
Town of Labrador City	0	1	1	0	2	0	0	0	0	4
Town of Lewisporte	4	0	1	0	0	0	0	0	0	5
Town of Marystown	6	0	0	0	0	0	0	0	0	6
Town of Norris Point	1	0	0	0	0	0	0	0	0	1
Town of Paradise	27	2	1	0	0	0	0	0	0	30
Town of Pasadena	0	0	0	0	1	0	0	0	0	1
Town of Placentia	6	1	0	0	0	0	0	0	0	7
Town of Portugal Cove-St. Philip's	103	0	0	0	0	0	0	0	0	103
Town of Pouch Cove	34	0	0	0	0	0	0	0	1	35
Town of Rencontre East	1	0	0	0	0	0	0	0	0	1

PUBLIC BODY	Individual	Media	Business	Interest Group	Legal Firm	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Town of Roddickton-Bide Arm	1	0	0	0	0	0	0	0	0	1
Town of Rose Blanche-Harbour Le Cou	0	1	0	0	0	0	0	0	0	1
Town of St. George's	24	0	0	0	0	0	0	0	0	24
Town of St. Anthony	0	0	4	0	0	0	0	0	0	4
Town of Stephenville	2	1	0	0	0	0	0	0	0	3
Town of Torbay	3	0	0	0	0	0	0	0	0	3
Town of Wabana	5	0	1	0	0	0	0	0	0	6
Town of Witless Bay	8	0	0	0	0	0	0	0	0	8
Western Health	9	4	1	4	3	0	2	0	0	23
Western regional service board	1	0	0	0	0	0	0	0	0	1
Workplace NL	16	0	0	0	0	0	0	0	0	16
Total by Applicant Type	714	124	83	29	22	16	8	7	1	1006
Percentage %	71%	12%	8%	3%	2%	2%	1%	1%	0%	100%

General requests

Table 2d – General Requests by Frequency of Applicant Type (April 1, 2017 to March 31, 2018)

Applicant Type	Departments	Public Bodies	Total	%
Individual	569	639	1208	60%
Media	217	122	339	17%
Business	78	82	160	8%
Political Party	139	16	155	8%
Interest Group	18	30	48	2%
Legal Firm	25	21	46	2%
Researcher	16	8	24	1%
Other Public Body	6	6	12	1%
Not Closed	5	0	5	0%
Total	1073	924	1997	99%

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

Table 2e – General Requests by Department and Applicant Type (April 1, 2017 to March 31, 2018)

DEPARTMENT	Individual	Media	Political Party	Business	Legal Firm	Interest Group	Researcher	Other public body	Not Closed	TOTAL
Advanced Education, Skills and Labour	17	9	6	0	0	2	4	0	0	38
Children, Seniors and Social Development	12	4	1	2	2	0	0	0	1	22
Education and Early Childhood Development	20	9	9	1	1	0	0	0	0	40
Executive Council (Cabinet Secretariat)	31	4	5	0	1	0	0	0	0	41
Human Resource Secretariat	11	2	5	0	0	4	0	0	0	22
Intergovernmental and Indigenous Affairs Secretariat	2	2	1	0	2	0	1	0	1	9
Labrador Affairs Secretariat	1	1	0	0	0	1	0	0	0	3
Office of the Chief Information Officer	3	0	1	0	0	0	0	0	0	4
Premier's Office	16	14	19	0	0	0	0	0	0	49
Women's Policy Office	0	1	0	0	0	0	0	0	0	1
Finance	37	16	18	6	1	3	2	0	0	83
Fisheries and Land Resources	54	15	5	6	5	0	1	0	0	86
Health and Community Services	38	24	7	1	2	3	3	0	0	78
Justice and Public Safety	39	28	8	4	5	2	2	1	0	89
Municipal Affairs and Environment	75	18	5	20	2	1	1	2	1	125
Natural Resources	87	21	16	4	1	0	0	0	0	129
Service NL	50	17	2	9	2	0	0	1	0	81
Tourism, Culture, Industry and Innovation	12	15	20	2	1	0	1	2	1	54
Transportation and Works	64	17	11	23	0	2	1	0	1	119
Total by Applicant Type	569	217	139	78	25	18	16	6	5	1073
Percentage %	53%	20%	13%	7%	2%	2%	1%	1%	0%	99%

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

Table 2f – General Requests by Public Body and Applicant Type (April 1, 2017 to March 31, 2018)

PUBLIC BODY	Individual	Media	Business	Interest Group	Legal Firm	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Arts NL	1	0	0	1	0	0	0	0	0	2
Central Health	3	3	1	5	3	1	1	1	0	18
Central Regional Service Board	5	0	0	0	2	0	0	0	0	7
Centre for Health Information	6	2	0	0	0	0	1	0	0	9
Corner Brook	4	3	3	0	0	0	0	0	0	10
Mount Pearl	7	3	0	0	0	0	0	0	0	10
St. John's	74	5	19	0	0	0	0	1	0	99
College of the North Atlantic	13	3	2	1	0	0	1	0	0	20
Conseil scolaire francophone provincial de terra-neuve-et-labrador	2	0	0	0	0	0	0	0	0	2
Consumer Advocate	1	0	0	0	0	0	0	0	0	1
Eastern Health	25	9	11	7	5	3	1	0	0	61
Eastern Regional Service Board	2	0	0	0	0	0	0	0	0	2
Health Research Ethics Authority	10	2	0	0	0	0	0	0	0	12
Judicial Council	0	0	0	1	0	0	0	0	0	1
Labrador-Grenfell Health	10	6	0	3	0	0	1	0	0	20
Memorial University	62	9	13	2	0	0	0	0	0	86
Municipal Assessment Agency	1	0	0	0	0	0	0	0	0	1
Nalcor	40	40	2	1	0	3	1	0	0	87
NL 911 Bureau	0	0	0	0	0	0	0	0	0	0
NL Housing Corporation	2	0	1	0	0	5	0	0	0	8
NL Liquor Corporation	8	2	0	0	0	1	0	0	0	11
NL English School District	10	2	2	2	0	1	0	1	0	18
Public Procurement Agency	1	0	8	0	0	0	0	0	0	9
Public Service Commission	1	2	0	0	0	0	0	0	0	3
Public Utilities Board	4	2	0	0	0	0	0	0	0	6
The Rooms	3	4	0	3	0	2	0	0	0	12
Royal Newfoundland Constabulary	39	8	8	0	1	0	0	2	0	58
Town of Bay Bulls	1	0	0	0	0	0	0	0	0	1
Town of Bay Roberts	4	0	0	0	0	0	0	0	0	4
Town of Burnt Islands	0	1	0	0	0	0	0	0	0	1
Town of Conception Bay South	8	1	2	0	4	0	0	0	0	15
Town of Channel-Port-Aux-Basques	0	4	0	0	0	0	0	0	0	4
Town of Clarenville	1	0	0	0	0	0	0	0	0	1

PUBLIC BODY	Individual	Media	Business	Interest Group	Legal Firm	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Town of Deer Lake	5	0	0	0	0	0	0	0	0	5
Town of Eastport	2	0	0	0	0	0	0	0	0	2
Town of Gander	35	0	0	0	0	0	0	0	0	35
Town of Gillams	0	0	0	0	0	0	0	1	0	1
Town of Harbour Grace	0	0	1	0	0	0	0	0	0	1
Town of Harbour Main	3	0	0	0	0	0	0	0	0	3
Town of Holyrood	1	0	0	0	0	0	0	0	0	1
Town of Isle aux Morts	0	1	0	0	0	0	0	0	0	1
Town of Kippens	1	0	0	0	0	0	0	0	0	1
Town of Labrador City	0	1	1	0	2	0	0	0	0	4
Town of Lewisporte	4	0	1	0	0	0	0	0	0	5
Town of Marystown	4	0	0	0	0	0	0	0	0	4
Town of Norris Point	1	0	0	0	0	0	0	0	0	1
Town of Paradise	27	2	1	0	0	0	0	0	0	30
Town of Pasadena	0	0	0	0	1	0	0	0	0	1
Town of Placentia	6	1	0	0	0	0	0	0	0	7
Town of Portugal Cove-St. Philip's	103	0	0	0	0	0	0	0	0	103
Town of Pouch Cove	33	0	0	0	0	0	0	0	0	33
Town of Rencontre East	1	0	0	0	0	0	0	0	0	1
Town of Roddickton-Bide Arm	1	0	0	0	0	0	0	0	0	1
Town of Rose Blanche-Harbour Le Cou	0	1	0	0	0	0	0	0	0	1
Town of St. George's	23	0	0	0	0	0	0	0	0	23
Town of St. Anthony	0	0	4	0	0	0	0	0	0	4
Town of Stephenville	2	1	0	0	0	0	0	0	0	3
Town of Torbay	3	0	0	0	0	0	0	0	0	3
Town of Wabana	5	0	1	0	0	0	0	0	0	6
Town of Witless Bay	8	0	0	0	0	0	0	0	0	8
Western Health	8	4	1	4	3	0	2	0	0	22
Western regional service board	1	0	0	0	0	0	0	0	0	1
Workplace NL	14	0	0	0	0	0	0	0	0	14
Total by Applicant Type	638	122	82	29	21	16	8	6	0	924
Percentage %	69%	13%	9%	3%	2%	2%	1%	1%	0%	100%

Personal information requests

Table 2g – Personal Requests by Frequency of Applicant Type (April 1, 2017 to March 31, 2018)

Applicant Type	Departments	Public Bodies	Total	%
Individual	224	76	300	96%
Legal Firm	4	1	5	2%
Media	1	2	3	1%
Business	1	1	2	1%
Interest Group	1	0	1	0%
Other Public Body	0	1	1	0%
Researcher	1	0	1	0%
Not Closed	0	1	1	0%
Political Party	0	0	0	0%
Total	232	82	313	100%

Table 2i – Personal Requests by Department and Applicant Type (April 1, 2017 to March 31, 2018)

DEPARTMENT	Individual	Legal Firm	Media	Business	Interest Group	Researcher	TOTAL
Advanced Education, Skills and Labour	8	2	0	0	0	0	10
Children, Seniors and Social Development	5	0	0	0	0	0	5
Education and Early Childhood Development	1	0	0	0	0	0	1
Executive Council (Cabinet Secretariat)	5	0	0	0	0	0	5
Human Resource Secretariat	11	0	0	0	1	0	12
Labrador Affairs Secretariat	2	0	0	0	0	0	2
Premier's Office	4	0	0	0	0	0	4
Finance	3	0	0	0	0	0	3
Fisheries and Land Resources	4	0	0	0	0	0	4
Health and Community Services	7	0	0	0	0	1	8
Justice and Public Safety	137	2	0	0	0	0	139
Municipal Affairs and Environment	12	0	1	0	0	0	13
Natural Resources	1	0	0	0	0	0	1
Service NL	21	0	0	1	0	0	22
Transportation and Works	3	0	0	0	0	0	3
Total by Applicant Type	224	4	1	1	1	1	232
Percentage %	97%	2%	0%	0%	0%	0%	99%

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

Table 2i – Personal Requests by Public Body and Applicant Type (April 1, 2017 to March 31, 2018)

PUBLIC BODY	Individual	Media	Business	Legal Firm	Other Public Body	Not closed	TOTAL
Central Health	2	2	0	0	0	0	4
Mount Pearl	1	0	0	0	0	0	1
St. John's	1	0	0	0	0	0	1
College of the North Atlantic	4	0	0	0	0	0	4
Eastern Health	2	0	0	0	0	0	2
Eastern Regional Service Board	1	0	0	0	0	0	1
Labrador-Grenfell Health	1	0	0	0	0	0	1
Memorial University	13	0	0	0	0	0	13
NL 911 Bureau	1	0	0	0	0	0	1
NL Housing Corporation	1	0	0	0	0	0	1
NL English School District	3	0	0	0	0	0	3
Public Service Commission	3	0	0	0	0	0	3
Royal Newfoundland Constabulary	34	0	1	1	1	0	37
Town of Channel-Port-Aux-Basques	2	0	0	0	0	0	2
Town of Marystown	2	0	0	0	0	0	2
Town of Pouch Cove	1	0	0	0	0	1	2
Town of St. George's	1	0	0	0	0	0	1
Western Health	1	0	0	0	0	0	1
Workplace NL	2	0	0	0	0	0	2
Total by Applicant Type	76	2	1	1	1	1	82
Percentage %	93%	2%	1%	1%	1%	1%	99%

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

Section B – Costs

Section 25 of the Act gives the Minister responsible for the Act the right to establish a Cost Schedule which outlines the applicable costs for access to information requests (see Annex C). There is no application fee, however, applicants can be charged \$25.00 per hour for locating records; \$0.25 per page for photocopying; and associated shipping costs. For municipalities, fees are not charged for the first 10 hours of time spent locating records. For all other public bodies, fees are not charged for the first 15 hours of time spent locating records. The head of a public body may waive the requirement to pay any fees if payment would impose an unreasonable financial hardship on the applicant or is in the public interest.

The table below represents a breakdown of the \$783.25 in costs paid by applicants for access requests.

Table 3 – Costs Paid for General Requests (April 1, 2017 to March 31, 2018)

PUBLIC BODY	TOTAL (\$)
Memorial University	\$375.00
Service NL	\$375.00
Town of Placentia	\$33.25
Total	\$ 783.25

Section C – Final Outcomes

Responding to requests can result in a range of possible outcomes. The outcome may be full or partial disclosure of information; the applicant may withdraw or abandon the request; the record may not exist or may already be available in the public domain; or access to the records may be denied. Partial disclosure means exceptions have been applied and some information has been severed in accordance with the legislation.

General and Personal information requests

Table 4a – Final Outcome of All Requests by Department (April 1, 2017 to March 31, 2018)

DEPARTMENT	Partial Disclosure	Full Disclosure	Do not Exist	Withdrawn	Disregard	Access Denied	Publicly Available	Other	Neither Confirm/Deny	Not Closed	Abandon	TOTAL
Advanced Education, Skills and Labour	20	12	7	7	0	0	0	0	2	0	0	48
Children, Seniors and Social Development	11	11	3	0	0	1	0	0	0	1	0	27
Education and Early Childhood Development	13	18	6	3	0	1	0	0	0	0	0	41
Executive Council (Cabinet Secretariat)	15	10	5	4	7	4	1	0	0	0	0	46
Human Resource Secretariat	6	13	1	11	0	2	0	1	0	0	0	34
Intergovernmental and Indigenous Affairs Secretariat	7	1	0	0	0	0	0	0	0	1	0	9
Labrador Affairs Secretariat	1	0	0	3	1	0	0	0	0	0	0	5

DEPARTMENT	Partial Disclosure	Full Disclosure	Do not Exist	Withdrawn	Disregard	Access Denied	Publicly Available	Other	Neither Confirm/Deny	Not Closed	Abandon	TOTAL
Office of the Chief Information Officer	1	0	1	1	1	0	0	0	0	0	0	4
Premier's Office	23	9	15	3	1	0	1	1	0	0	0	53
Women's Policy Office	1	0	0	0	0	0	0	0	0	0	0	1
Finance	21	29	17	6	3	7	2	0	1	0	0	86
Fisheries and Land Resources	43	20	9	11	1	5	1	0	0	0	0	90
Health and Community Services	33	20	8	13	9	1	1	1	0	0	0	86
Justice and Public Safety	65	31	48	11	55	7	2	7	2	0	0	228
Municipal Affairs and Environment	62	42	17	15	1	0	0	0	0	1	0	138
Natural Resources	46	32	41	6	0	2	2	1	0	0	0	130
Service NL	44	27	22	3	0	3	2	1	0	0	1	103
Tourism, Culture, Industry and Innovation	27	14	3	9	0	0	0	0	0	1	0	54
Transportation and Works	66	29	12	9	0	4	0	0	0	1	1	122
Total	505	318	215	115	79	37	12	12	5	5	2	1305
Percentage%	39%	25%	17%	9%	6%	3%	1%	1%	0%	0%	0%	101%

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

Of the 1,305 requests received to by departments, 823 (64 per cent) resulted in full or partial disclosure, 215 (17 per cent) were for records that did not exist and access was denied in 37 (three per cent) requests.

Table 4b – Final Outcome of All Requests by Public Body (April 1, 2017 to March 31, 2018)

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Access Denied	Do not Exist	Withdrawn	Disregard	Publicly Available	Abandon	Other	Neither Confirm/Deny	Not Closed	TOTAL
Arts NL	0	2	0	0	0	0	0	0	0	0	0	2
Central Health	11	7	0	2	2	0	0	0	0	0	0	22
Central Regional Service Board	7	0	0	0	0	0	0	0	0	0	0	7
NL Centre for Health Information	6	2	0	1	0	0	0	0	0	0	0	9
Corner Brook	5	4	0	0	0	0	1	0	0	0	0	10
Mount Pearl	9	1	1	0	0	0	0	0	0	0	0	11
St. John's	56	35	4	0	3	0	0	2	0	0	0	100
College of the North Atlantic	16	5	1	0	2	0	0	0	0	0	0	24
Conseil scolaire francophone provincial de terra-neuve-et-labrador	1	0	0	1	0	0	0	0	0	0	0	2

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Access Denied	Do not Exist	Withdrawn	Disregard	Publicly Available	Abandon	Other	Neither Confirm/Deny	Not Closed	TOTAL
Consumer Advocate	0	1	0	0	0	0	0	0	0	0	0	1
Eastern Health	28	22	3	7	2	0	0	0	1	0	0	63
Eastern Regional Service Board	3	0	0	0	0	0	0	0	0	0	0	3
Health Research Ethics Authority	1	4	2	4	0	0	0	0	0	1	0	12
Judicial Council	0	0	1	0	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	10	8	0	1	2	0	0	0	0	0	0	21
Memorial University	20	60	1	6	7	5	0	0	0	0	0	99
Municipal Affairs Agency	0	1	0	0	0	0	0	0	0	0	0	1
Nalcor	31	35	4	10	3	0	4	0	0	0	0	87
NL 911 Bureau	0	1	0	0	0	0	0	0	0	0	0	1
NL Housing Corporation	3	6	0	0	0	0	0	0	0	0	0	9
NL Liquor Corporation	2	8	0	0	1	0	0	0	0	0	0	11
NL English School District	13	5	0	2	1	0	0	0	0	0	0	21
Public Procurement Agency	2	4	0	0	0	0	0	0	0	0	0	6
Public Service Commission	2	6	0	0	1	0	0	0	0	0	0	9
Public Utilities Board	1	4	0	1	0	0	0	0	0	0	0	6
The Rooms	2	6	0	3	0	1	0	0	0	0	0	12
Royal Newfoundland Constabulary	27	16	41	10	1	0	0	0	0	0	0	95
Town of Bay Bulls	1	0	0	0	0	0	0	0	0	0	0	1
Town of Bay Roberts	4	0	0	0	0	0	0	0	0	0	0	4
Town of Burnt Islands	1	0	0	0	0	0	0	0	0	0	0	1
Town of Conception Bay South	5	7	0	2	1	0	0	0	0	0	0	15
Town of Channel-Port-Aux-Basques	0	0	1	1	3	0	1	0	0	0	0	6
Town of Clarendville	1	0	0	0	0	0	0	0	0	0	0	1
Town of Deer Lake	3	2	0	0	0	0	0	0	0	0	0	5
Town of Eastport	0	2	0	0	0	0	0	0	0	0	0	2
Town of Gander	26	2	1	4	2	0	0	0	0	0	0	35
Town of Gillams	0	0	0	0	0	1	0	0	0	0	0	1
Town of Harbour Grace	1	0	0	0	0	0	0	0	0	0	0	1
Town of Harbour Main	2	1	0	0	0	0	0	0	0	0	0	3
Town of Holyrood	1	0	0	0	0	0	0	0	0	0	0	1
Town of Isle Aux Morts	1	0	0	0	0	0	0	0	0	0	0	1
Town of Kippens	1	0	0	0	0	0	0	0	0	0	0	1
Town of Labrador City	4	0	0	0	0	0	0	0	0	0	0	4
Town of Lewisporte	5	0	0	0	0	0	0	0	0	0	0	5
Town of Marystown	2	3	1	0	0	0	0	0	0	0	0	6
Town of Norris Point	1	0	0	0	0	0	0	0	0	0	0	1

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Access Denied	Do not Exist	Withdrawn	Disregard	Publicly Available	Abandon	Other	Neither Confirm/Deny	Not Closed	TOTAL
Town of Paradise	13	13	2	1	1	0	0	0	0	0	0	30
Town of Pasadena	1	0	0	0	0	0	0	0	0	0	0	1
Town of Placentia	5	2	0	0	0	0	0	0	0	0	0	7
Town of Portugal Cove-St. Philip's	79	10	6	4	2	0	2	0	0	0	0	103
Town of Pouch Cove	29	4	0	0	0	1	0	0	0	0	1	35
Town of Recontre East	0	1	0	0	0	0	0	0	0	0	0	1
Town of Roddickton-Bide Arm	0	1	0	0	0	0	0	0	0	0	0	1
Town of Rose Blanche-Harbour Le Cou	1	0	0	0	0	0	0	0	0	0	0	1
Town of St. George's	21	0	1	2	0	0	0	0	0	0	0	24
Town of St. Anthony	4	0	0	0	0	0	0	0	0	0	0	4
Town of Stephenville	3	0	0	0	0	0	0	0	0	0	0	3
Town of Torbay	0	2	0	0	1	0	0	0	0	0	0	3
Town of Wabana	0	5	0	0	1	0	0	0	0	0	0	6
Town of Witless Bay	4	3	0	1	0	0	0	0	0	0	0	8
Western Health	11	8	1	2	1	0	0	0	0	0	0	23
Western regional service board	1	0	0	0	0	0	0	0	0	0	0	1
Workplace NL	12	2	0	0	2	0	0	0	0	0	0	16
Total	499	311	71	65	39	8	8	2	1	1	1	1006
Percentage%	50%	31%	7%	6%	4%	1%	1%	0%	0%	0%	0%	100%

Of the 1,006 requests received by public bodies, 810 (81 per cent) resulted in full or partial disclosure, 65 (six per cent) were for records that did not exist and access was denied in 71 (seven per cent) requests.

General requests

Table 4c – Final Outcome of General Requests by Department (April 1, 2017 to March 31, 2018)

DEPARTMENT	Partial Disclosure	Full Disclosure	Do not Exist	Withdrawn	Access Denied	Disregard	Publicly Available	Other	Not Closed	Abandon	Neither Confirm/Deny	TOTAL
Advanced Education, Skills and Labour	16	10	6	6	0	0	0	0	0	0	0	38
Children, Seniors and Social Development	7	11	3	0	0	0	0	0	1	0	0	22
Education and Early Childhood Development	13	18	6	2	1	0	0	0	0	0	0	40
Executive Council (Cabinet Secretariat)	13	9	5	3	4	6	1	0	0	0	0	41
Human Resource Secretariat	2	10	1	7	2	0	0	0	0	0	0	22
Intergovernmental and Indigenous Affairs Secretariat	7	1	0	0	0	0	0	0	1	0	0	9
Labrador Affairs Secretariat	1	0	0	1	0	1	0	0	0	0	0	3
Office of the Chief Information Officer	1	0	1	1	0	1	0	0	0	0	0	4
Premier's Office	21	8	14	3	0	1	1	1	0	0	0	49
Women's Policy Office	1	0	0	0	0	0	0	0	0	0	0	1
Finance	20	28	16	6	7	3	2	0	0	0	1	83
Fisheries and Land Resources	40	20	8	11	5	1	1	0	0	0	0	86
Health and Community Services	33	19	8	8	1	8	1	0	0	0	0	78
Justice and Public Safety	24	22	15	6	6	8	2	5	0	0	1	89
Municipal Affairs and Environment	54	40	15	14	0	1	0	0	1	0	0	125
Natural Resources	46	31	41	6	2	0	2	1	0	0	0	129
Service NL	38	16	20	1	3	0	1	1	0	1	0	81
Tourism, Culture, Industry and Innovation	27	14	3	9	0	0	0	0	1	0	0	54
Transportation and Works	64	28	12	9	4	0	0	0	1	1	0	119
Total	428	285	174	93	35	30	11	8	5	2	2	1073
Percentage%	40%	27%	16%	9%	3%	3%	1%	1%	0%	0%	0%	100%

Of the 1,073 general requests received by departments, 713 (67 per cent) resulted in full or partial disclosure, 174 (16 per cent) were for records that did not exist and access was denied in 35 (three per cent) requests.

Table 4d – Final Outcome of General Requests by Public Body (April 1, 2017 to March 31, 2018)

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Do not Exist	Access Denied	Withdrawn	Disregard	Publicly Available	Abandon	Other	Neither Confirm/Deny	Not Closed	TOTAL
Arts NL	0	2	0	0	0	0	0	0	0	0	0	2
Central Health	11	4	2	0	1	0	0	0	0	0	0	18
Central Regional Service Board	7	0	0	0	0	0	0	0	0	0	0	7
NL Centre for Health Information	6	2	1	0	0	0	0	0	0	0	0	9
Corner Brook	5	4	0	0	0	0	1	0	0	0	0	10
Mount Pearl	8	1	0	1	0	0	0	0	0	0	0	10
St. John's	55	35	0	4	3	0	0	2	0	0	0	99
College of the North Atlantic	13	4	0	1	2	0	0	0	0	0	0	20
Conseil scolaire francophone provincial de terra-neuve-et-labrador	1	0	1	0	0	0	0	0	0	0	0	2
Consumer Advocate	0	1	0	0	0	0	0	0	0	0	0	1
Eastern Health	28	20	7	3	2	0	0	0	1	0	0	61
Eastern Regional Service Board	2	0	0	0	0	0	0	0	0	0	0	2
Health Research Ethics Authority	1	4	4	2	0	0	0	0	0	1	0	12
Judicial Council	0	0	0	1	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	9	8	1	0	2	0	0	0	0	0	0	20
Memorial University	18	51	4	1	7	5	0	0	0	0	0	86
Municipal Affairs Agency	0	1	0	0	0	0	0	0	0	0	0	1
Nalcor	31	35	10	4	3	0	4	0	0	0	0	87
NL 911 Bureau	0	0	0	0	0	0	0	0	0	0	0	0
NL Housing Corporation	3	5	0	0	0	0	0	0	0	0	0	8
NL Liquor Corporation	2	8	0	0	1	0	0	0	0	0	0	11
NL English School District	11	4	2	0	1	0	0	0	0	0	0	18
Public Procurement Agency	2	6	0	0	1	0	0	0	0	0	0	9
Public Service Commission	1	2	0	0	0	0	0	0	0	0	0	3
Public Utilities Board	1	4	1	0	0	0	0	0	0	0	0	6
The Rooms	2	6	3	0	0	1	0	0	0	0	0	12
Royal Newfoundland Constabulary	17	9	7	24	1	0	0	0	0	0	0	58
Town of Bay Bulls	1	0	0	0	0	0	0	0	0	0	0	1
Town of Bay Roberts	4	0	0	0	0	0	0	0	0	0	0	4
Town of Burnt Islands	1	0	0	0	0	0	0	0	0	0	0	1
Town of Conception Bay South	5	7	2	0	1	0	0	0	0	0	0	15
Town of Channel-Port-Aux-Basques	0	0	0	0	3	0	1	0	0	0	0	4
Town of Clarenville	1	0	0	0	0	0	0	0	0	0	0	1
Town of Deer Lake	3	2	0	0	0	0	0	0	0	0	0	5
Town of Eastport	0	2	0	0	0	0	0	0	0	0	0	2

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Do not Exist	Access Denied	Withdrawn	Disregard	Publicly Available	Abandon	Other	Neither Confirm/Deny	Not Closed	TOTAL
Town of Gander	26	2	4	1	2	0	0	0	0	0	0	35
Town of Gillams	0	0	0	0	0	1	0	0	0	0	0	1
Town of Harbour Grace	1	0	0	0	0	0	0	0	0	0	0	1
Town of Harbour Main	2	1	0	0	0	0	0	0	0	0	0	3
Town of Holyrood	1	0	0	0	0	0	0	0	0	0	0	1
Town of Isle Aux Morts	1	0	0	0	0	0	0	0	0	0	0	1
Town of Kippens	1	0	0	0	0	0	0	0	0	0	0	1
Town of Labrador City	4	0	0	0	0	0	0	0	0	0	0	4
Town of Lewisporte	5	0	0	0	0	0	0	0	0	0	0	5
Town of Marystown	0	3	0	1	0	0	0	0	0	0	0	4
Town of Norris Point	1	0	0	0	0	0	0	0	0	0	0	1
Town of Paradise	13	13	1	2	1	0	0	0	0	0	0	30
Town of Pasadena	1	0	0	0	0	0	0	0	0	0	0	1
Town of Placentia	5	2	0	0	0	0	0	0	0	0	0	7
Town of Portugal Cove-St. Philip's	79	10	4	6	2	0	2	0	0	0	0	103
Town of Pouch Cove	28	4	0	0	0	1	0	0	0	0	0	33
Town of Recontre East	0	1	0	0	0	0	0	0	0	0	0	1
Town of Roddickton-Bide Arm	0	1	0	0	0	0	0	0	0	0	0	1
Town of Rose Blanche-Harbour Le Cou	1	0	0	0	0	0	0	0	0	0	0	1
Town of St. George's	20	0	2	1	0	0	0	0	0	0	0	23
Town of St. Anthony	4	0	0	0	0	0	0	0	0	0	0	4
Town of Stephenville	3	0	0	0	0	0	0	0	0	0	0	3
Town of Torbay	0	2	0	0	1	0	0	0	0	0	0	3
Town of Wabana	0	5	0	0	1	0	0	0	0	0	0	6
Town of Witless Bay	4	3	1	0	0	0	0	0	0	0	0	8
Western Health	11	8	2	0	1	0	0	0	0	0	0	22
Western regional service board	1	0	0	0	0	0	0	0	0	0	0	1
Workplace NL	11	1	0	0	2	0	0	0	0	0	0	14
Total	472	283	59	52	38	8	8	2	1	1	0	924
Percentage%	51%	31%	6%	6%	4%	1%	1%	0%	0%	0%	0%	100%

Of the 924 general requests received by public bodies, 755 (82 per cent) resulted in full or partial disclosure, 59 (six per cent) were for records that did not exist and access was denied in 52 (six per cent) requests.

Personal information requests

Table 4e – Final Outcome of Personal Requests by Department (April 1, 2017 to March 31, 2018)

DEPARTMENT	Partial Disclosure	Disregard	Do not Exist	Full Disclosure	Withdrawn	Other	Neither Confirm/Deny	Access Denied	Publicly Available	TOTAL
Advanced Education, Skills and Labour	4	0	1	2	1	0	2	0	0	10
Children, Seniors and Social Development	4	0	0	0	0	0	0	1	0	5
Education and Early Childhood Development	0	0	0	0	1	0	0	0	0	1
Executive Council (Cabinet Secretariat)	2	1	0	1	1	0	0	0	0	5
Human Resource Secretariat	4	0	0	3	4	1	0	0	0	12
Labrador Affairs Secretariat	0	0	0	0	2	0	0	0	0	2
Premier's Office	2	0	1	1	0	0	0	0	0	4
Finance	1	0	1	1	0	0	0	0	0	3
Fisheries and Land Resources	3	0	1	0	0	0	0	0	0	4
Health and Community Services	0	1	0	1	5	1	0	0	0	8
Justice and Public Safety	41	47	33	9	5	2	1	1	0	139
Municipal Affairs and Environment	8	0	2	2	1	0	0	0	0	13
Natural Resources	0	0	0	1	0	0	0	0	0	1
Service NL	6	0	2	11	2	0	0	0	1	22
Tourism, Culture, Industry and Innovation	0	0	0	0	0	0	0	0	0	0
Transportation and Works	2	0	0	1	0	0	0	0	0	3
Total	77	49	41	33	22	4	3	2	1	232
Percentage%	33%	21%	18%	14%	9%	2%	1%	1%	0%	99%

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

Of the 232 requests received by departments, 110 (47 per cent) resulted in full or partial disclosure, 215 (17 per cent) were for records that did not exist and access was denied in two (one per cent) requests.

Table 4f – Final Outcome of Personal Requests by Public Body (April 1, 2017 to March 31, 2018)

OUTCOME BY PUBLIC BODY	Partial Disclosure	Full Disclosure	Access Denied	Do not Exist	Withdrawn	Not Closed	TOTAL
Central Health	3	0	0	0	1	0	4
Mount Pearl	0	1	0	0	0	0	1
St. John's	0	1	0	0	0	0	1
College of the North Atlantic	1	3	0	0	0	0	4
Eastern Health	2	0	0	0	0	0	2
Eastern Regional Service Board	0	1	0	0	0	0	1
Labrador-Grenfell Health	0	1	0	0	0	0	1
Memorial University	9	2	0	2	0	0	13
NL 911 Bureau	1	0	0	0	0	0	1
NL Housing Corporation	1	0	0	0	0	0	1
NL English School District	1	2	0	0	0	0	3
Public Service Commission	2	1	0	0	0	0	3
Royal Newfoundland Constabulary	7	10	17	3	0	0	37
Town of Channel-Port-Aux-Basques	0	0	1	1	0	0	2
Town of Marystown	0	2	0	0	0	0	2
Town of Pouch Cove	0	1	0	0	0	1	2
Town of St. George's	0	1	0	0	0	0	1
Western Health	0	0	1	0	0	0	1
Workplace NL	1	1	0	0	0	0	2
Total	28	27	19	6	1	1	82
Percentage%	34%	33%	23%	7%	1%	1%	99%

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

Of the 82 requests received by public bodies, 55 (67 per cent) resulted in full or partial disclosure, six (seven per cent) were for records that did not exist and access was denied in 19 (23 per cent) requests.

Section D – Exceptions to Disclosure

One of the main purposes of the Act is to provide access to information subject only to specific and limited circumstances. Under the Act, certain types of information are exempt from disclosure to applicants. There are two categories of exceptions: mandatory exceptions, which departments and public bodies

must apply; and discretionary exceptions, which departments and public bodies may exercise discretion to apply.

Since a single request may list more than one exception, the numbers noted in the tables below do not correlate to the total number of access requests received during the 2016-17 fiscal year. For example, one record or piece of information could be severed citing cabinet confidences (s.27), policy advice or recommendations (s.29) and information harmful to the financial or economic interests of a public body (s.35).

General and Personal information requests

Table 5a – Exceptions to Disclosure for All Requests by Departments and Public Bodies (April 1, 2017 to March 31, 2018)

SECTION OF THE ATIP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	92	6%
s.33 – Information from a Workplace Investigation	10	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	86	5%
s.40 – Disclosure Harmful to Personal Privacy	710	43%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	12	1%
DISCRETIONARY		
s.28 – Local Public Body Confidences	16	1%
s.29 – Policy Advice or Recommendations	231	14%
s.30 – Legal Advice	144	9%
s.31 – Disclosure Harmful to Law Enforcement	77	5%
s.32 – Confidential Evaluations	20	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	55	3%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	175	11%
s.36 – Disclosure Harmful to Conservation	6	0%
s.37 – Disclosure Harmful to Individual or Public Safety	7	0%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	18	1%
TOTAL (MANDATORY AND DISCRETIONARY)	1659	101%

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

The exceptions to disclosure listed above were used in 1,659 instances. Section 40 (mandatory exception for personal information) was the most widely applied

exception, used in 710 (43 per cent) instances of all applied exceptions. Discretionary exceptions were used in 749 (45 per cent) of the exceptions applied.

General requests

Table 5b – Exceptions to Disclosure for General Requests by Departments and Public Bodies (April 1, 2017 to March 31, 2018)

SECTION OF THE ATIP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	91	6%
s.33 – Information from a Workplace Investigation	9	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	85	6%
s.40 – Disclosure Harmful to Personal Privacy	611	42%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	8	1%
DISCRETIONARY		
s.28 – Local Public Body Confidences	15	1%
s.29 – Policy Advice or Recommendations	208	14%
s.30 – Legal Advice	122	8%
s.31 – Disclosure Harmful to Law Enforcement	49	3%
s.32 – Confidential Evaluations	13	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	53	4%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	172	12%
s.36 – Disclosure Harmful to Conservation	6	0%
s.37 – Disclosure Harmful to Individual or Public Safety	5	0%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	9	1%
TOTAL (MANDATORY AND DISCRETIONARY)	1456	100%

The exceptions to disclosure listed above were used in 1,456 instances. Section 40 (mandatory exception for personal information) was the most widely applied exception, used in 611 (42 per cent) instances of all applied exceptions. Discretionary exceptions were used in 652 (45 per cent) of the exceptions applied.

Personal information requests

Table 5c – Exceptions to Disclosure for Personal Requests by Departments and Public Bodies (April 1, 2017 to March 31, 2018)

SECTION OF THE ATIPP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	1	0%
s.33 – Information from a Workplace Investigation	1	0%
s.39 – Disclosure Harmful to Business Interests of a Third Party	1	0%
s.40 – Disclosure Harmful to Personal Privacy	99	49%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	4	2%
DISCRETIONARY		
s.28 – Local Public Body Confidences	1	0%
s.29 – Policy Advice or Recommendations	23	11%
s.30 – Legal Advice	22	11%
s.31 – Disclosure Harmful to Law Enforcement	28	14%
s.32 – Confidential Evaluations	7	3%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	2	1%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	3	1%
s.36 – Disclosure Harmful to Conservation	0	0%
s.37 – Disclosure Harmful to Individual or Public Safety	2	1%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	9	4%
TOTAL (MANDATORY AND DISCRETIONARY)	203	100%

The exceptions to disclosure listed above were used in 203 instances. Section 40 (mandatory exception for personal information) was the most widely applied exception, used in 99 (49 per cent) instances of all applied exceptions. Discretionary exceptions were used in 97 (48 per cent) of the exceptions applied.

Section E – Response Times

The Act requires that public bodies respond to a request within 20 business days. With the approval of the Information and Privacy Commissioner, public bodies can apply an extension where it necessary and reasonable to do so in the circumstances, for the number of business days the Commissioner considers appropriate.

General and Personal Information Requests

Table 6a – Response Timelines for All Requests by Department (April 1, 2017 to March 31, 2018)

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Advanced Education, Skills and Labour	48	0	0	0	48
Children, Seniors and Social Development	22	3	1	1	27
Education and Early Childhood Development	41	0	0	0	41
Executive Council (Cabinet Secretariat)	40	4	2	0	46
Human Resource Secretariat	31	0	3	0	34
Intergovernmental and Indigenous Affairs Secretariat	4	3	1	1	9
Labrador Affairs Secretariat	5	0	0	0	5
Office of the Chief Information Officer	4	0	0	0	4
Premier's Office	50	2	1	0	53
Women's Policy Office	1	0	0	0	1
Finance	86	0	0	0	86
Fisheries and Land Resources	58	0	32	0	90
Health and Community Services	81	5	0	0	86
Justice and Public Safety	208	16	4	0	228
Municipal Affairs and Environment	125	7	5	1	138
Natural Resources	115	14	1	0	130
Service NL	102	1	0	0	103
Tourism, Culture, Industry and Innovation	40	3	10	1	54
Transportation and Works	68	2	51	1	122
Total	1129	60	111	5	1305
Percentage %	87%	5%	9%	0%	101%

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

Table 6b – Response Timelines for All Requests by Public Bodies (April 1, 2017 to March 31, 2018)

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Arts NL	2	0	0	0	2
Central Health	22	0	0	0	22
Central Regional Service Board	6	0	1	0	7
NL Centre for Health Information	9	0	0	0	9
Corner Brook	10	0	0	0	10
Mount Pearl	11	0	0	0	11
St. John's	98	0	2	0	100
College of the North Atlantic	24	0	0	0	24
Conseil scolaire francophone provincial de terra-neuve-et-labrador	2	0	0	0	2
Consumer Advocate	1	0	0	0	1
Eastern Health	62	1	0	0	63
Eastern Regional Service Board	3	0	0	0	3
Health Research Ethics Authority	12	0	0	0	12
Judicial Council	1	0	0	0	1
Labrador-Grenfell Health	18	2	1	0	21
Memorial Univeristy	77	8	14	0	99
Municipal Assessment Agency	1	0	0	0	1
Nalcor	78	5	4	0	87
NL 911 Bureau	1	0	0	0	1
NL Housing Corporation	9	0	0	0	9
NL Liquor Corporation	9	0	2	0	11
NL English School District	19	0	2	0	21
Public Procurement Agency	8	1	0	0	9
Public Service Commission	6	0	0	0	6
Public Utilities Board	5	0	1	0	6
The Rooms	12	0	0	0	12
Royal Newfoundland Constabulary	91	0	4	0	95
Town of Bay Bulls	1	0	0	0	1
Town of Bay Roberts	4	0	0	0	4
Town of Burnt Islands	1	0	0	0	1
Town of Conception Bay South	12	0	3	0	15
Town of Channel-Port-Aux-Basques	3	0	3	0	6
Town of Clarenville	1	0	0	0	1
Town of Deer Lake	5	0	0	0	5
Town of Eastport	2	0	0	0	2
Town of Gander	22	7	6	0	35
Town of Gillams	1	0	0	0	1
Town of Harbour Grace	0	0	1	0	1

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Town of Harbour Main	3	0	0	0	3
Town of Holyrood	1	0	0	0	1
Town of Isle Aux Morts	1	0	0	0	1
Town of Kippens	1	0	0	0	1
Town of Labrador City	4	0	0	0	4
Town of Lewisporte	5	0	0	0	5
Town of Marystown	6	0	0	0	6
Town of Norris Point	1	0	0	0	1
Town of Paradise	30	0	0	0	30
Town of Pasadena	1	0	0	0	1
Town of Placentia	3	0	4	0	7
Town of Portugal Cove-St. Philip's	50	1	52	0	103
Town of Pouch Cove	17	8	9	1	35
Town of Recontre East	1	0	0	0	1
Town of Roddickton-Bide Arm	1	0	0	0	1
Town of Rose Blanche-Harbour Le Cou	1	0	0	0	1
Town of St. George's	24	0	0	0	24
Town of St. Anthony	4	0	0	0	4
Town of Stephenville	3	0	0	0	3
Town of Torbay	2	0	1	0	3
Town of Wabana	5	0	1	0	6
Town of Witless Bay	8	0	0	0	8
Western Health	23	0	0	0	23
Western regional service board	1	0	0	0	1
Workplace NL	16	0	0	0	16
Total	861	33	111	1	1006
%	86%	3%	11%	0%	100%

General Requests

Table 6c – Response Timelines for General Requests by Department (April 1, 2017 to March 31, 2018)

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Advanced Education, Skills and Labour	38	0	0	0	38
Children, Seniors and Social Development	19	1	1	1	22
Education and Early Childhood Development	40	0	0	0	40
Executive Council (Cabinet Secretariat)	35	4	2	0	41
Human Resource Secretariat	21	0	1	0	22
Intergovernmental and Indigenous Affairs Secretariat	4	3	1	1	9
Labrador Affairs Secretariat	3	0	0	0	3
Office of the Chief Information Officer	4	0	0	0	4
Premier's Office	46	2	1	0	49
Women's Policy Office	1	0	0	0	1
Finance	83	0	0	0	83
Fisheries and Land Resources	55	0	31	0	86
Health and Community Services	73	5	0	0	78
Justice and Public Safety	82	4	3	0	89
Municipal Affairs and Environment	113	6	5	1	125
Natural Resources	114	14	1	0	129
Service NL	80	1	0	0	81
Tourism, Culture, Industry and Innovation	40	3	10	1	54
Transportation and Works	65	2	51	1	119
Total	916	45	107	5	1073
Percentage %	85%	4%	10%	0%	99%

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

Table 6d – Response Timelines for General Requests by Public Bodies (April 1, 2017 to March 31, 2018)

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	TOTAL
Arts NL	2	0	0	2
Central Health	18	0	0	18
Central Regional Service Board	6	0	1	7
NL Centre for Health Information	9	0	0	9
Corner Brook	10	0	0	10
Mount Pearl	10	0	0	10
St. John's	97	0	2	99
College of the North Atlantic	20	0	0	20
Conseil scolaire francophone provincial de terra-neuve-et- labrador	2	0	0	2
Consumer Advocate	1	0	0	1
Eastern Health	60	1	0	61
Eastern Regional Service Board	2	0	0	2
Health Research Ethics Authority	12	0	0	12
Judicial Council	1	0	0	1
Labrador-Grenfell Health	17	2	1	20
Memorial University	66	8	12	86
Municipal Assessment Agency	1	0	0	1
Nalcor	78	5	4	87
NL 911 Bureau	0	0	0	0
NL Housing Corporation	8	0	0	8
NL Liquor Corporation	9	0	2	11
NL English School District	17	0	1	18
Public Procurement Agency	8	1	0	9
Public Service Commission	3	0	0	3
Public Utilities Board	5	0	1	6
The Rooms	12	0	0	12
Royal Newfoundland Constabulary	57	0	1	58
Town of Bay Bulls	1	0	0	1
Town of Bay Roberts	4	0	0	4
Town of Burnt Islands	1	0	0	1
Town of Conception Bay South	12	0	3	15
Town of Channel-Port-Aux-Basques	1	0	3	4
Town of Clarenville	1	0	0	1
Town of Deer Lake	5	0	0	5
Town of Eastport	2	0	0	2
Town of Gander	22	7	6	35
Town of Gillams	1	0	0	1

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	TOTAL
Town of Harbour Grace	0	0	1	1
Town of Harbour Main	3	0	0	3
Town of Holyrood	1	0	0	1
Town of Isle Aux Morts	1	0	0	1
Town of Kippens	1	0	0	1
Town of Labrador City	4	0	0	4
Town of Lewisporte	5	0	0	5
Town of Marystown	4	0	0	4
Town of Norris Point	1	0	0	1
Town of Paradise	30	0	0	30
Town of Pasadena	1	0	0	1
Town of Placentia	3	0	4	7
Town of Portugal Cove-St. Philip's	50	1	52	103
Town of Pouch Cove	16	8	9	33
Town of Recontre East	1	0	0	1
Town of Roddickton-Bide Arm	1	0	0	1
Town of Rose Blanche-Harbour Le Cou	1	0	0	1
Town of St. George's	23	0	0	23
Town of St. Anthony	4	0	0	4
Town of Stephenville	3	0	0	3
Town of Torbay	2	0	1	3
Town of Wabana	5	0	1	6
Town of Witless Bay	8	0	0	8
Western Health	22	0	0	22
Western regional service board	1	0	0	1
Workplace NL	14	0	0	14
Total	786	33	105	924
%	84%	3%	11%	100%

Personal Information Requests

Table 6e – Response Timelines for Personal Requests by Department (April 1, 2017 to March 31, 2018)

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	TOTAL
Advanced Education, Skills and Labour	10	0	0	10
Children, Seniors and Social Development	3	2	0	5
Education and Early Childhood Development	1	0	0	1
Executive Council (Cabinet Secretariat)	5	0	0	5
Human Resource Secretariat	10	0	2	12
Labrador Affairs Secretariat	2	0	0	2
Premier's Office	4	0	0	4
Finance	3	0	0	3
Fisheries and Land Resources	3	0	1	4
Health and Community Services	8	0	0	8
Justice and Public Safety	126	12	1	139
Municipal Affairs and Environment	12	1	0	13
Natural Resources	1	0	0	1
Service NL	22	0	0	22
Transportation and Works	3	0	0	3
Total	213	15	4	232
Percentage %	92%	6%	2%	100%

Table 6f – Response Timelines for Personal Requests by Department (April 1, 2017 to March 31, 2018)

PUBLIC BODY	Met Timeline	Timeline not Met	Not Closed	TOTAL
Central Health	4	0	0	4
Mount Pearl	1	0	0	1
St. John's	1	0	0	1
College of the North Atlantic	4	0	0	4
Eastern Health	2	0	0	2
Eastern Regional Service Board	1	0	0	1
Labrador-Grenfell Health	1	0	0	1
Memorial University	11	2	0	13
NL 911 Bureau	1	0	0	1
NL Housing Corporation	1	0	0	1
NL English School District	2	1	0	3
Public Service Commission	3	0	0	3
Royal Newfoundland Constabulary	34	3	0	37

PUBLIC BODY	Met Timeline	Timeline not Met	Not Closed	TOTAL
Town of Channel-Port-Aux-Basques	2	0	0	2
Town of Marystown	2	0	0	2
Town of Pouch Cove	1	0	1	2
Town of St. George's	1	0	0	1
Western Health	1	0	0	1
Workplace NL	2	0	0	2
Total	75	6	1	82
%	91%	7%	1%	99%

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

Section F - Request for Correction of Personal Information

Under section 10 of the Act, an individual who believes there is an error or omission in his or her personal information on record with a department or public body may request that the relevant public body correct the information.

No requests for correction of personal information were reported for the period of April 1, 2017 – March 31, 2018.

Annex B – House of Assembly and Statutory Offices Statistics

During 2017-18, the House of Assembly and Statutory Offices received a total of 20 general and personal access requests.

Type and Volume of Requests

During the 2016-17 fiscal year, a total of 20 requests were received by the House of Assembly and Statutory Offices. Of these, 17 (85 per cent) were general requests and three (15 per cent) were personal information requests.

Table 1 – Requests received by House of Assembly and Statutory Office and Type (April 1, 2017 to March 31, 2018)

OFFICE	General	Personal	TOTAL
Commissioner of Legislative Standards	1	0	1
House of Assembly	12	1	13
Office of the Chief Electoral Officer	1	0	1
Office of the Citizens Representative	1	0	1
Office of the Information and Privacy Commissioner	1	2	3
Office of the Seniors Advocate	1	0	1
Total by Type of Request	17	3	20
Percentage %	85%	15%	100%

Applicant Type

All requests were submitted by individuals.

Costs

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

Final Outcomes

Table 2 – Final Outcome by House of Assembly and Statutory Office (April 1, 2016 to March 31, 2017)

OFFICE	Partial Disclosure	Access Denied	Do not Exist	Full Disclosure	Withdrawn	Publicly Available	TOTAL
Commissioner of Legislative Standards	0	1	0	0	0	0	1
House of Assembly	7	0	3	2	0	1	13
Office of the Chief Electoral Officer	1	0	0	0	0	0	1
Office of the Citizens Representative	0	0	0	0	1	0	1
Office of the Information and Privacy Commissioner	1	2	0	0	0	0	3
Office of the Seniors Advocate	0	0	0	0	1	0	1
Total by Type of Request	9	3	3	2	2	1	20
Percentage %	45%	15%	15%	10%	10%	5%	100%

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

Of the 20 requests responded to by the House of Assembly and Statutory Offices, 11 (55 per cent) resulted in full or partial disclosure, three (15 per cent) were for records that did not exist and access was denied in three (15 per cent) requests.

Exceptions to Disclosure

Since a single request may list more than one exception, the numbers noted in the tables below do not correlate to the total number of access requests received during the 2017-18 fiscal year. For example, one record or piece of information could be severed citing cabinet confidences (s.27), policy advice or recommendations (s.29) and information harmful to the financial or economic interests of a public body (s.35).

Table 3 – Exceptions to Disclosure for Requests by the House of Assembly and Statutory Offices (April 1, 2017 to March 31, 2018)

SECTION OF THE ATIPP ACT*	TOTAL	PERCENTAGE %
MANDATORY		
s.27 – Cabinet Confidences	0	0%
s.33 – Information from a Workplace Investigation	0	0%
s.39 – Disclosure Harmful to Business Interests of a Third Party	0	0%
s.40 – Disclosure Harmful to Personal Privacy	8	60%
s.41 – Disclosure of House of Assembly Services and Statutory Office Records	3	40%
DISCRETIONARY		
s.28 – Local Public Body Confidences	1	0%
s.29 – Policy Advice or Recommendations	1	0%
s.30 – Legal Advice	1	0%
s.31 – Disclosure Harmful to Law Enforcement	0	0%
s.32 – Confidential Evaluations	0	0%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	0	0%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	0	0%
s.36 – Disclosure Harmful to Conservation	0	0%
s.37 – Disclosure Harmful to Individual or Public Safety	0	0%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	0	0%
Total (mandatory and discretionary)	14	100%

The exceptions to disclosure listed above were used in 14 instances. Sections 40 and 41 (mandatory exceptions for personal information and House of assembly services and statutory office records) were used in eight (57 per cent) and three (21 per cent) instances respectively.

Response Time

Table 4 provides a breakdown by House of Assembly or Statutory Office, indicating when each met their legislated timelines.

Table 4 – Response Timelines for Requests by House of Assembly or Statutory Office (April 1, 2017 to March 31, 2018)

OFFICE	Met Timeline	Timeline not Met	Total
Commissioner of Legislative Standards	1	0	1
House of Assembly	13	0	13
Office of the Chief Electoral Officer	1	0	1
Office of the Citizens Representative	1	0	1
Office of the Information and Privacy Commissioner	3	0	3
Office of the Seniors Advocate	1	0	1
Total	20	0	20
Percentage %	100%	0%	100%

Request for Correction of Personal Information

No requests for correction of personal information were reported by the House of Assembly or Statutory Offices for the period of April 1, 2017 - March 31, 2018.

Annex C – Cost Schedule

Establishment of Costs for the Access to Information and Protection of Privacy Act

Pursuant to Section 21 of the *Executive Council Act*, Section 25 of the *Access to Information and Protection of Privacy Act* and all other powers enabling him in this regard, the Minister of the Office of Public Engagement has been pleased to establish the costs, effective from the 1st day of June, 2015.

Dated at St. John's in the Province of Newfoundland and Labrador, on the 1st day of June, 2015.

The Honourable Steve Kent
Minister of the Office of Public Engagement

COSTS

1. In this cost schedule "applicant" refers to a person who makes a request for access to a record pursuant to the *Access to Information and Protection of Privacy Act*.
2. A public body shall not charge an applicant:
 - (a) for making an access to information request; or
 - (b) for identifying, retrieving, reviewing, severing or redacting a record;
3. A public body may charge an applicant:
 - (a) \$25.00 for each hour spent locating a record after the first ten (10) hours, where the request is made to a local government body; or
 - (b) \$25.00 for each hour spent locating a record after the first fifteen (15) hours, where the request is made to another public body.
4. A public body may charge an applicant:
 - (a) 25 cents a page for providing a copy or print of the record, where the record is stored or recorded in printed form and can be reproduced or printed using conventional equipment;
 - (b) the actual cost of reproducing or providing a record, where a record cannot be reproduced or printed on conventional equipment then in use by the public body; and
 - (c) The actual cost of shipping a record using the method chosen by the applicant.
5. A person who requests access to his or her own personal information shall not be required to pay any costs for access to that personal information.
6. (a) Where costs are to be charged, the public body is required to give the applicant an estimate of the total cost before providing the service. The public body will require the applicant to pay 50 percent of the cost estimate prior to

commencing the work required to respond to the request, with the remaining 50 percent to be paid upon completion of the services.

- (b) Upon being provided with a cost estimate, the applicant has 20 business days from the day the estimate is sent to:
 - (i) accept the estimate and pay 50 percent of the costs;
 - (ii) modify the request in order to change the amount of the cost;
 - (iii) apply to the public body to waive all or part of the costs; or
 - (iv) submit a complaint to the commissioner about the costs.
 - (c) Where an estimate is given to an applicant under (b), the time within which the head of the public body is required to respond is suspended until the applicant notifies the head to proceed with the request.
 - (d) If the applicant does not respond to the cost estimate as set out in (b), the applicant is considered to have abandoned the request.
 - (e) The costs charged to the applicant shall not exceed either the actual cost of the services or the estimate given to the applicant.
7. (a) The head of a public body may, upon receipt of an application from an applicant, waive the payment of all or part of the costs payable where the head is satisfied that:
- (i) payment would impose an unreasonable financial hardship on the applicant; or
 - (ii) it would be in the public interest to disclose the record.
- (b) Where an applicant applies for a waiver, the head of the public body shall inform the applicant in writing as to the head's decision about waiving all or part of the costs.
- (c) The head shall refund any amount paid by an applicant that is subsequently waived.
8. Any new cost estimate for access to information requests shall be calculated in accordance with this cost schedule effective immediately.

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