

2018-19 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** (ATIPPA, 2015), I am pleased to present this year's Annual Report.

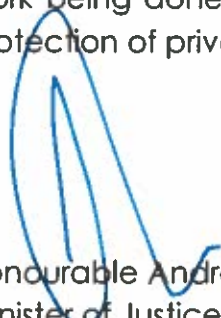


ATIPP requests are received by public bodies all around our province including government departments, agencies, health boards, school boards, and municipalities. The ATIPP Office monitors these requests and provides support to coordinators as they fulfill requests. This year there were 2,412 requests made to all public bodies across our province, an increase of four per cent over the previous year. ATIPP Coordinators across the province continue to work hard to fulfill these requests on time, with 91 per cent being completed within the 20 day business period.

One of our key roles at the ATIPP Office is to support ATIPP coordinators as they fulfill these requests through training and advice. Over the past year over 116 training sessions have been provided to ATIPP coordinators and other public body employees. These sessions have had over 1,500 participants. Training sessions have occurred all over the island portion of the province and in Labrador.

Protecting privacy is another essential part of our work. This year the ATIPP Office conducted 56 privacy assessments on a wide range of projects across government. These assessments ensure that any time government collects personal information, that information will be protected and used appropriately.

I encourage you to read the remainder of this report to find out more about the work being done across the province to ensure access to information and the protection of privacy.



Honourable Andrew Parsons
Minister of Justice and Public Safety
Attorney General

Overview

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 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 2018-19

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 2018-19 fiscal year, 2,412 requests were made to government departments and public bodies, up from 2,311 the year before. While not as significant of 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. Delivering training has kept the ATIPP Office busy over the last year, with staff travelling from the Avalon, to Central and Western Newfoundland, the Northern Peninsula and Labrador. In total, more than 1,500 people attended 115 different access and privacy training sessions. Sessions were held with ATIPP coordinators, municipalities, councillors, and general public body staff.

In addition, the ATIPP Office facilitated enrollment 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 1,600 calls on a wide variety of access and privacy issues.

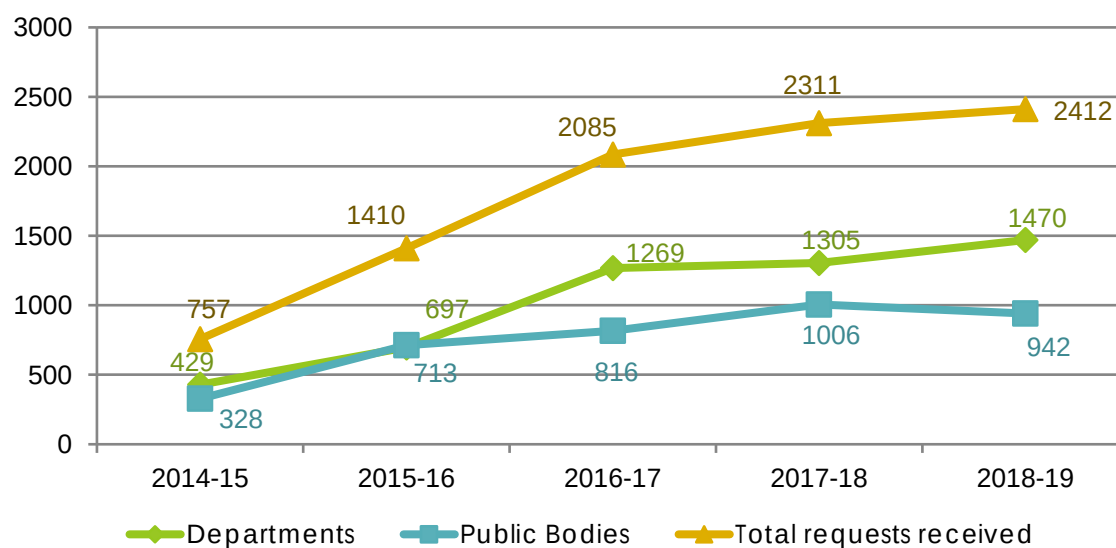
The ATIPP Office continues to ensure the ATIPP process is transparent through the Completed ATIPP Request website (<http://atipp-search.gov.nl.ca/>). General requests are posted on this website so the public can access information that has been disclosed through the ATIPP process.

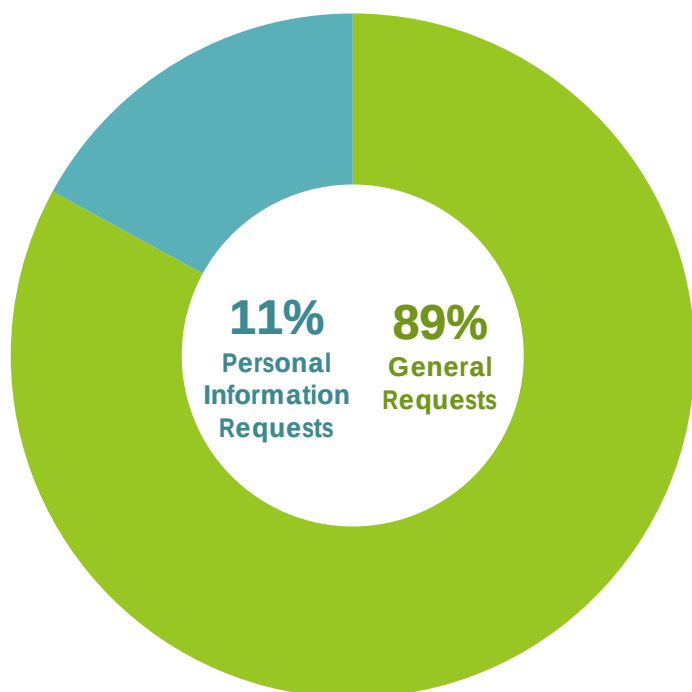
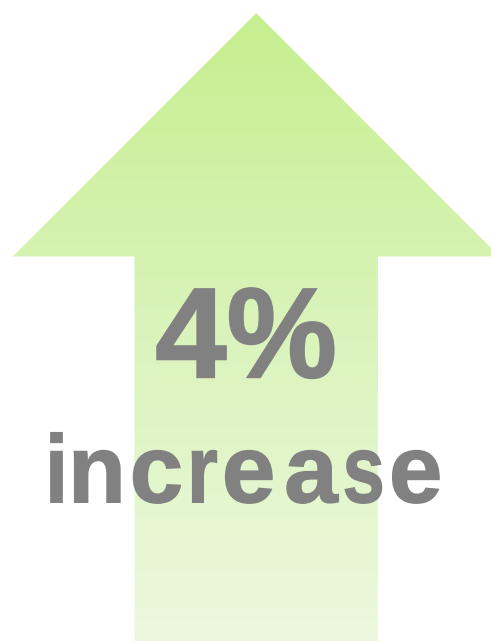
Report on Performance

Increase in Requests Received

In the 2018-19 fiscal year, a total of 2,412 access requests were made to government departments and public bodies (see Annex A, Table 1). This represents a four per cent increase from the previous fiscal year when 2,311 requests were received. Overall, there has been a 218 per cent increase in the number of access requests received by government departments and public bodies over a five-year period (2014-15 to 2018-19).

Figure 1 – Number of Access Requests by Fiscal Year

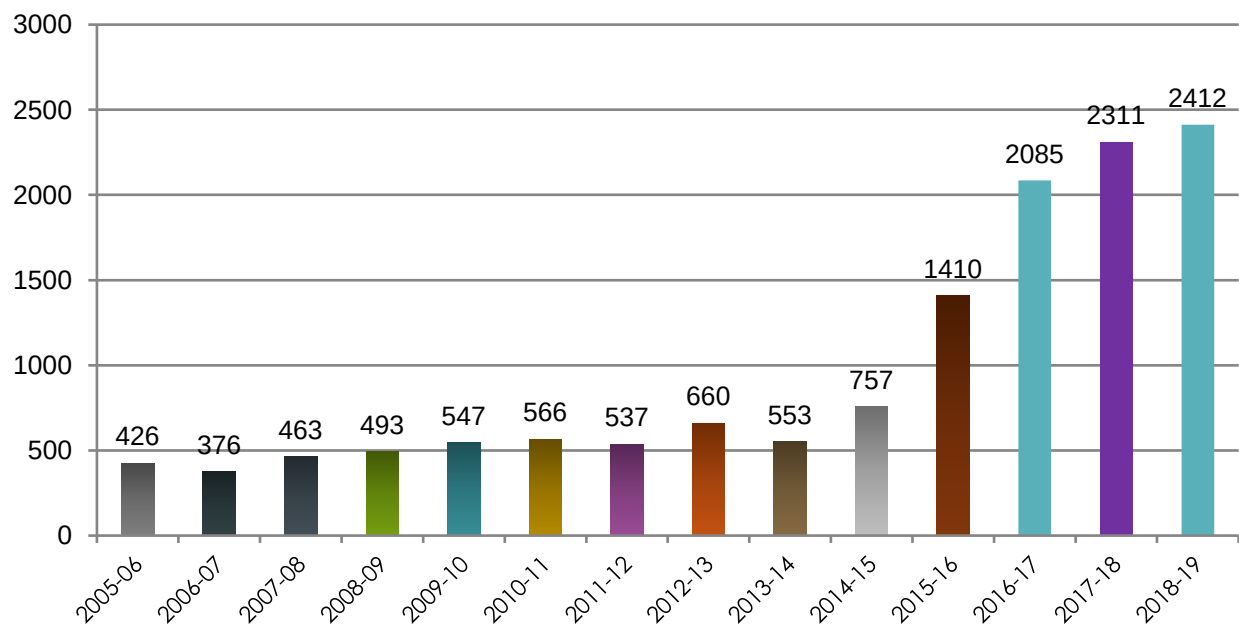




During 2018-19, general requests represented the majority of access to information requests received by all public bodies.

A look at the last 14 years since the Act came into force shows an overall increase in the number of access requests received by departments and public bodies, with 2018-19 seeing the highest number of requests received with 2,412 requests as compared with 2005-06 where 426 requests were received (Figure 2).

Figure 2 – Number of Access Requests Over 14-Year Period



Of the 2,412 requests received in 2018-19, the Government of Newfoundland and Labrador received 1,470 (61 per cent) requests, while other public bodies received 942 (39 per cent) requests. Of the requests made to government departments, 137 (nine per cent) were for personal information – people asking for their own information. The remaining 1,333 (91 per cent) were general requests for records relating to government activities and programs.

Response Times to Access Requests

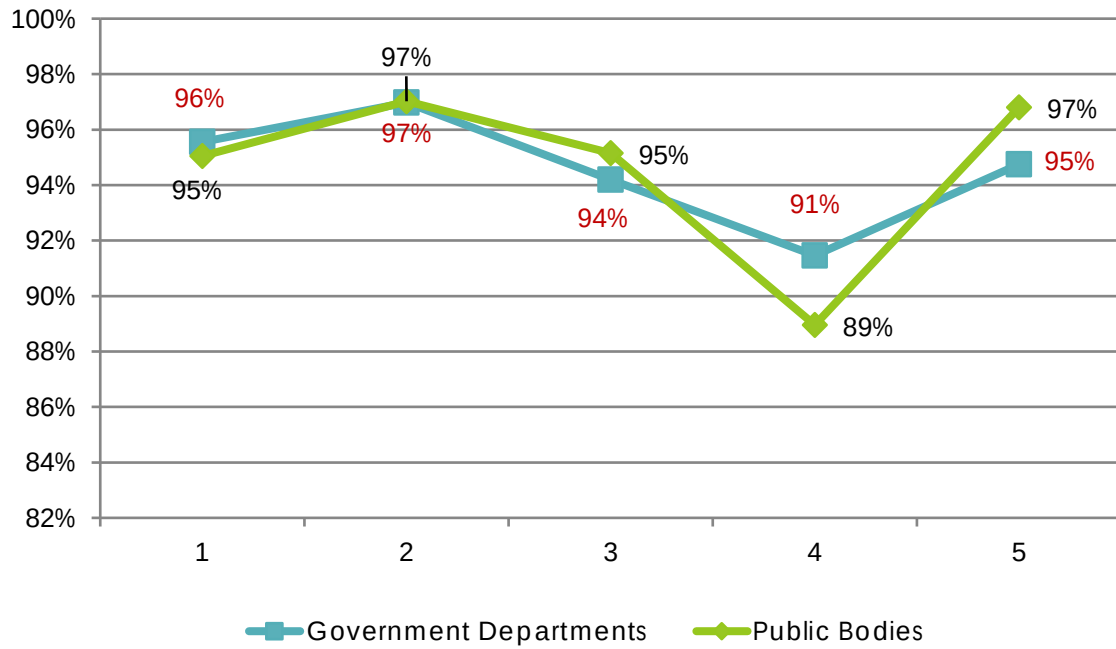
During the 2018-19 fiscal year:

- departments responded to 95 per cent of requests within the legislated timelines¹; and
- public bodies responded to 97 per cent of requests within the legislated timelines².

¹ At the time of this report, four departmental requests had not closed.

² At the time of this report, four public body requests had not closed.

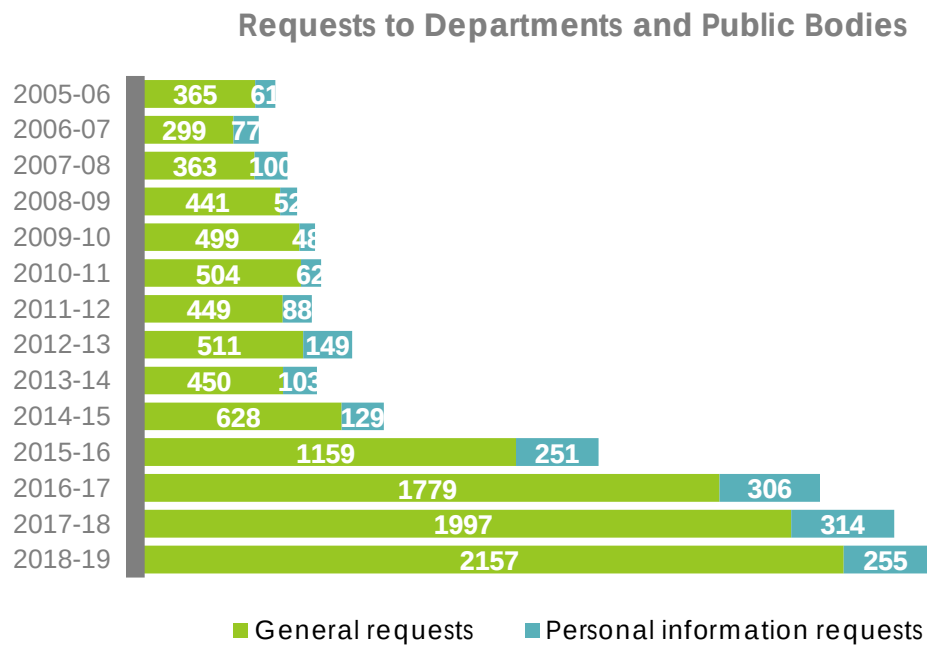
Figure 3 – On-Time Response Timelines for All Requests (General and Personal Information Requests) (2014-15 to 2018-19)



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 2018-19, individuals seeking their own personal information represented approximately nine per cent of the requests received by government departments. Requests from applicants seeking general information from departments represented the other 91 per cent of requests.

For other public bodies, 13 per cent of requests were for personal information and the remaining 87 per cent were for general information.

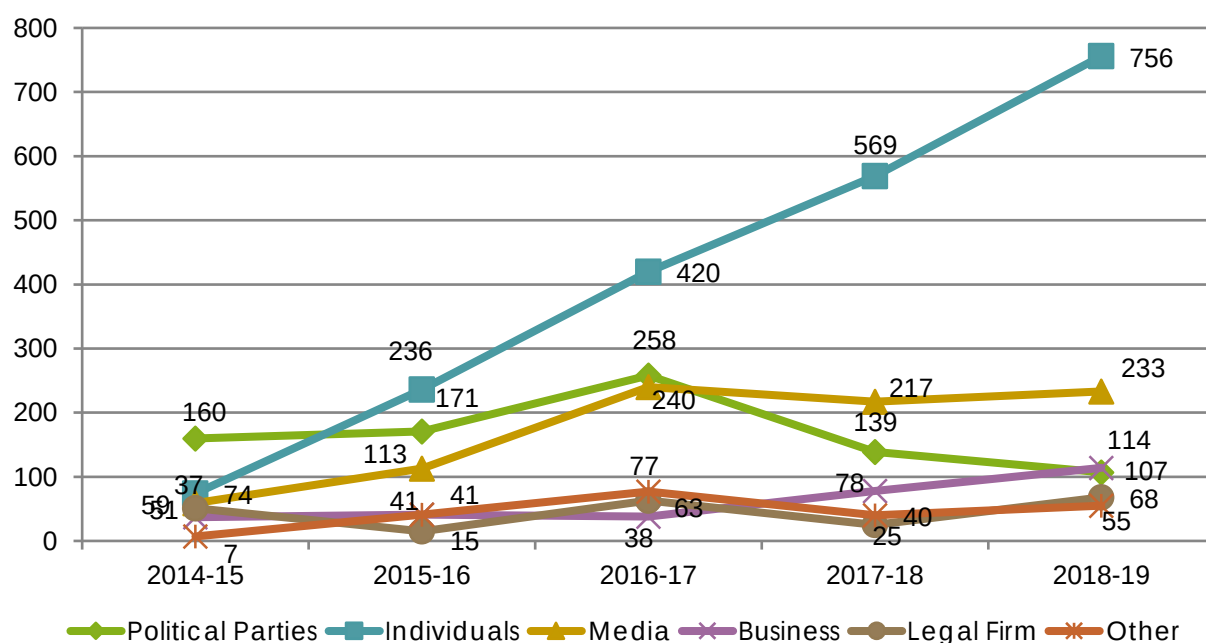


General Requests submitted to Departments by Applicant Type

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.

Individuals, media and businesses made the largest number of requests in 2018-19. The number of requests made by these three groups has increased this fiscal year, with the majority of general requests received by departments being made by individuals in 2018-19.

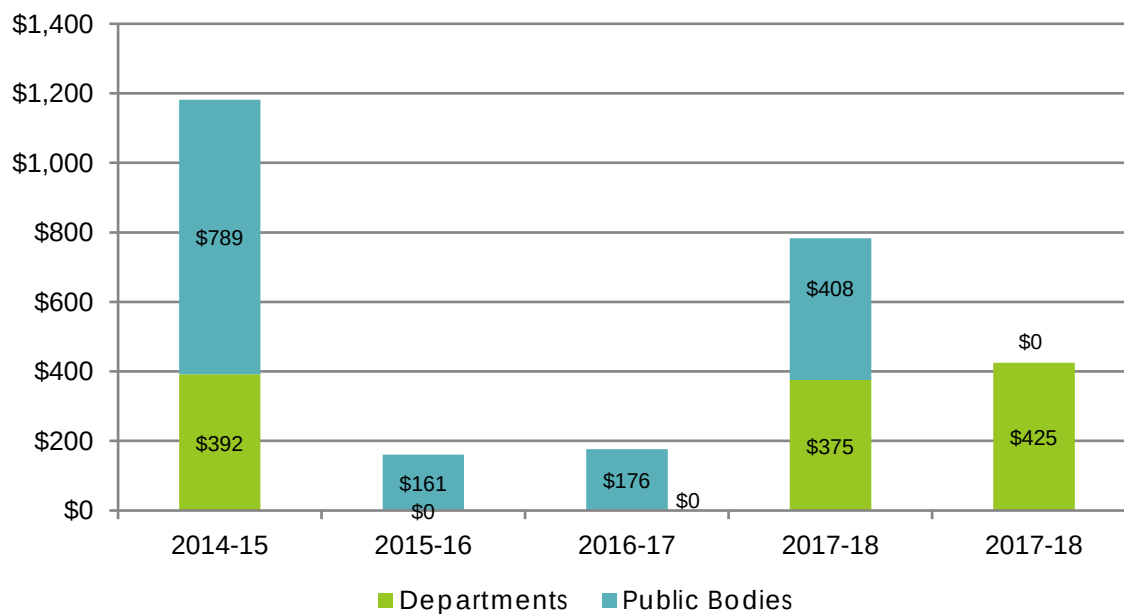
Figure 4 – Requests by Applicant Type



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 2018-19.

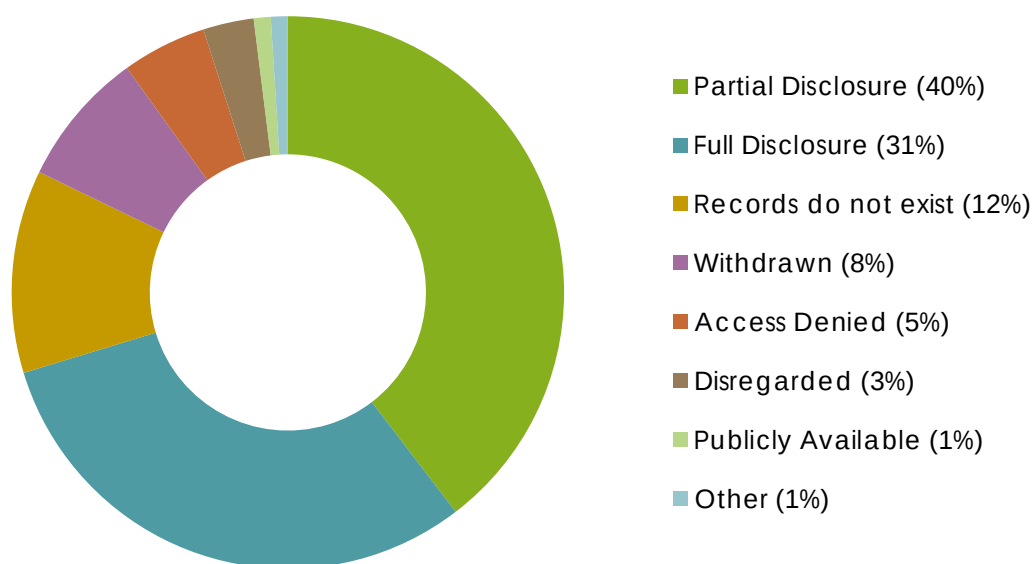
Figure 5 – Processing Costs Paid



Outcomes of Requests

Figure 6 shows the final outcome of requests made to departments and other public bodies in 2018-19. The majority resulted in full disclosure (31 per cent) or partial disclosure (40 per cent).

Figure 6 – Final Outcome of Access Requests Responded to by Departments and other Public Bodies



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 1,651 calls during 2018-19.

1,651

calls responded to by the
ATIPP Office in 2018-19

Privacy Assessments

Any new government programs 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 2018-19, the ATIPP Office reviewed 55 privacy assessments of new or existing 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.

During 2018-19, the ATIPP Office staff conducted province wide training for public bodies, with sessions held in the Avalon to Central and Western Newfoundland, the Northern Peninsula and Labrador.

115

**training sessions held
across the province in
2018-19**

In total, more than 1,500 people attended 115 different access and privacy training sessions in 2018-19 and 1,074 completed the online access and privacy training offered through the Government of Newfoundland and Labrador's Centre for Learning and Development.

Annex A - Detailed Statistical Report

During 2018-19, departments and public bodies received a total of 2,412 general and personal access requests. Public bodies include government agencies, boards, commissions, municipalities, Crown corporations, healthcare and educational bodies.

Table 1 – Total Number of Requests Received (April 1, 2018 to March 31, 2019)

REQUEST TYPE	Total	%
General Requests to a Government Department	1,333	55%
General Requests to a Public Body	824	34%
Personal Information Requests to a Government Department	137	6%
Personal Information Requests to a Public Body	118	5%
TOTAL	2,412	100%

The listing of government departments is based on the departmental structure at the end of the 2018-19 fiscal year.

Section A – Volume and Applicant Type

During the 2018-19 fiscal year, a total of 2,412 requests were received by government departments and public bodies. Of these, departments received 1,470 (61 per cent) and public bodies 942 (39 per cent).

General and Personal information requests

Table 2a – All Requests by Frequency of Applicant Type (April 1, 2018 to March 31, 2019)

Applicant Type	Departments	Public Bodies	Total	%
Individual	882	628	1,510	63%
Media	234	71	305	13%
Business	118	116	234	10%
Legal Firm	70	60	130	5%
Political Party	108	18	126	5%
Interest Group	21	22	43	2%
Other Public Body	22	10	32	1%
Researcher	11	13	24	1%
Not Closed	4	4	8	0%
Total	1,470	942	2,412	100%

Table 2b – All Requests by Department and Applicant Type (April 1, 2018 to March 31, 2019)

DEPARTMENT	Individual	Media	Business	Political Party	Legal Firm	Other Public Body	Interest Group	Researcher	Not Closed	TOTAL
Advanced Education, Skills and Labour	31	16	1	10	0	0	1	3	0	62
Children, Seniors and Social Development	31	14	0	4	4	0	0	2	0	55
Education and Early Childhood Development	25	13	0	3	0	0	0	1	0	42
Executive Council (Cabinet Secretariat)	16	5	0	7	6	0	0	0	0	34
Human Resource Secretariat	25	3	0	7	0	0	0	0	3	38
Intergovernmental and Indigenous Affairs Secretariat	6	6	1	3	0	0	0	0	0	16
Labrador Affairs Secretariat	8	0	0	0	0	0	0	0	0	8
Office of the Chief Information Officer	6	0	2	2	0	1	0	0	0	11
Office for the Status of Women	3	2	1	4	0	0	0	0	0	10
Premier's Office	18	21	0	7	2	1	0	0	0	49
Finance	35	15	12	11	0	0	0	1	0	74
Fisheries and Land Resources	81	12	3	10	0	1	9	1	0	117
Health and Community Services	48	20	22	8	41	0	6	0	1	146
Justice and Public Safety	82	28	2	3	11	0	0	1	0	127

DEPARTMENT	Individual	Media	Business	Political Party	Legal Firm	Other Public Body	Interest Group	Researcher	Not Closed	TOTAL
Municipal Affairs and Environment	134	8	22	1	0	2	5	2	0	174
Natural Resources	200	14	2	5	2	0	0	0	0	223
Service NL	48	21	13	14	4	2	0	0	0	102
Tourism, Culture, Industry and Innovation	41	22	6	0	0	12	0	0	0	81
Transportation and Works	44	14	31	9	0	3	0	0	0	101
Total by Applicant Type	882	234	118	108	70	22	21	11	4	1,470
Percentage %	60%	16%	8%	7%	5%	1%	1%	1%	0%	100%

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

Table 2c – All Requests by Public Body and Applicant Type (April 1, 2018 to March 31, 2019)

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Arts NL	1	0	0	0	0	0	0	0	0	1
Central Health	8	6	2	2	6	2	1	1	0	28
Central Regional Service Board	15	0	0	0	0	0	0	1	0	16
Centre for Health Information	3	0	0	4	0	0	0	0	0	7
Corner Brook	18	0	3	0	0	0	0	0	0	21
Mount Pearl	18	4	1	1	0	0	0	0	0	24
St. John's	58	10	6	4	2	0	1	1	0	82
College of the North Atlantic	3	2	3	2	0	0	2	1	0	13
Conseil scolaire francophone provincial de terra-neuve-et-labrador	0	0	3	0	0	0	0	0	0	3
Eastern Health	48	17	7	0	4	3	1	0	0	80
Eastern Regional Service Board	4	0	0	0	0	0	0	0	0	4
Health Research Ethics Authority	2	0	0	7	0	0	0	0	0	9
Human Rights Commission	1	0	0	0	0	0	0	0	0	1
Independent Appointments Commission	1	0	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	6	0	12	0	3	2	1	1	0	25
Labour Relations Board	2	0	0	0	0	0	0	0	0	2
Legal Aid Commission	0	0	1	0	0	0	2	0	0	3
Marble Mountain Development Corporation	0	0	1	0	0	0	0	0	0	1
Memorial University	85	10	3	2	1	0	0	0	0	101

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Multi-Materials Stewardship Board	1	0	0	0	0	0	0	0	0	1
Municipal Assessment Agency	11	0	0	0	0	0	0	0	0	11
Nalcor	51	2	12	3	1	1	1	1	2	74
NL 911 Bureau	2	0	0	0	0	0	0	0	0	2
NL English School District	21	2	5	0	1	1	0	0	0	30
NL Housing Corporation	7	1	0	2	0	2	0	1	0	13
NL Liquor Corporation	10	0	0	0	0	5	0	0	0	15
Office of the Chief Medical Examiner	1	0	1	0	0	0	0	0	0	2
Professional Fish Harvesters Certification Board	1	0	0	0	0	0	0	0	0	1
Provincial Information and Library Resources Board	0	1	0	0	0	0	0	0	0	1
Public Procurement Agency	0	12	0	0	0	0	0	0	0	12
Public Service Commission	4	0	0	0	0	0	0	0	0	4
Public Utilities Board	2	0	0	0	0	0	0	0	0	2
The Rooms	1	0	0	0	0	0	0	0	0	1
Royal Newfoundland Constabulary	62	30	2	27	0	0	2	3	0	126
Royal Newfoundland Constabulary Public Complaints Commission	1	0	0	0	0	0	0	0	0	1
Town of Arnolds Cove	1	0	0	0	0	0	0	0	0	1
Town of Avondale	0	0	0	0	1	0	0	0	0	1
Town of Bauline	1	0	0	0	0	0	0	0	0	1
Town of Bay Bulls	3	0	0	0	0	0	0	0	0	3
Town of Conception Bay South	9	1	0	4	0	0	0	0	0	14
Town of Channel-Port-Aux-Basques	0	0	4	0	0	0	0	0	0	4
Town of Clarenville	1	0	1	0	0	0	0	0	0	2
Town of Colinet	1	0	0	0	0	0	0	0	0	1
Town of Deer Lake	0	1	0	0	0	0	0	0	0	1
Town of Flatrock	2	0	0	0	0	0	0	0	0	2
Town of Fogo	0	0	0	1	0	0	0	0	0	1
Town of Gander	7	0	0	0	1	0	0	0	2	10
Town of Gaultois	1	0	0	0	0	0	0	0	0	1
Town of Harbour Main	11	0	0	0	0	0	0	0	0	11
Town of Holyrood	1	0	0	1	0	0	0	0	0	2
Town of Kippens	9	0	0	0	0	0	0	0	0	9
Town of Logy Bay	2	0	0	0	0	0	0	0	0	2

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Town of Marystown	2	0	0	0	0	0	0	0	0	2
Town of Old Perlican	1	0	0	0	0	0	0	0	0	1
Town of Paradise	16	0	0	0	0	0	0	0	0	16
Town of Pasadena	1	0	0	0	0	0	0	0	0	1
Town of Placentia	7	1	0	0	0	0	0	0	0	8
Town of Portugal Cove-St. Philip's	37	0	0	0	0	0	0	0	0	37
Town of Pouch Cove	3	0	0	0	0	0	0	0	0	3
Town of Roddickton-Bide Arm	2	0	0	0	0	0	0	0	0	2
Town of Salmon Cove	1	0	0	0	0	0	0	0	0	1
Town of St. George's	29	0	0	0	0	0	0	0	0	29
Town of Stephenville	6	0	0	0	0	0	0	0	0	6
Town of Torbay	1	2	0	0	0	0	0	0	0	3
Town of Witless Bay	1	0	1	0	0	0	0	0	0	2
Western Health	10	14	2	0	2	2	2	0	0	32
Western regional service board	2	0	1	0	0	0	0	0	0	3
Workplace NL	12	0	0	0	0	0	0	0	0	12
Total by Applicant Type	628	116	71	60	22	18	13	10	4	942
Percentage %	67%	12%	8%	6%	2%	2%	1%	1%	0%	100%

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

General requests

Table 2d – General Requests by Frequency of Applicant Type (April 1, 2018 to March 31, 2019)

Applicant Type	Departments	Public Bodies	Total	%
Individual	756	530	1,286	60%
Media	233	70	303	14%
Business	114	111	225	10%
Political Party	107	18	125	6%
Legal Firm	68	46	114	5%
Interest Group	21	22	43	2%
Other Public Body	22	10	32	1%
Researcher	11	13	24	1%
Not Closed	1	4	5	0%
Total	1,333	824	2,157	100%

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

Table 2e – General Requests by Department and Applicant Type (April 1, 2018 to March 31, 2019)

DEPARTMENT	Individual	Media	Business	Political Party	Legal Firm	Other Public Body	Interest Group	Researcher	Not Closed	TOTAL
Advanced Education, Skills and Labour	22	16	1	10	0	0	1	3	0	53
Children, Seniors and Social Development	25	13	0	4	4	0	0	2	0	48
Education and Early Childhood Development	23	13	0	3	0	0	0	1	0	40
Executive Council (Cabinet Secretariat)	14	5	0	7	6	0	0	0	0	32
Human Resource Secretariat	13	3	0	7	0	0	0	0	0	23
Intergovernmental and Indigenous Affairs Secretariat	6	6	1	3	0	0	0	0	0	16
Labrador Affairs Secretariat	5	0	0	0	0	0	0	0	0	5
Office of the Chief Information Officer	5	0	2	2	0	1	0	0	0	10
Office for the Status of Women	3	2	1	4	0	0	0	0	0	10
Premier's Office	17	21	0	7	2	1	0	0	0	48
Finance	35	15	12	11	0	0	0	1	0	74
Fisheries and Land Resources	72	12	3	10	0	1	9	1	0	108
Health and Community Services	36	20	21	8	41	0	6	0	1	133
Justice and Public Safety	31	28	1	3	9	0	0	1	0	73
Municipal Affairs and Environment	122	8	20	1	0	2	5	2	0	160
Natural Resources	200	14	2	5	2	0	0	0	0	223
Service NL	44	21	13	13	4	2	0	0	0	97
Tourism, Culture, Industry and Innovation	39	22	6	0	0	12	0	0	0	79
Transportation and Works	44	14	31	9	0	3	0	0	0	101
Total by Applicant Type	756	233	114	107	68	22	21	11	1	1,333
Percentage %	57%	17%	9%	8%	5%	2%	2%	1%	0%	100%

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

Table 2f – General Requests by Public Body and Applicant Type (April 1, 2108 to March 31, 2019)

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Arts NL	1	0	0	0	0	0	0	0	0	1
Central Health	6	6	2	2	6	2	1	1	0	26
Central Regional Service Board	15	0	0	0	0	0	0	1	0	16
Centre for Health Information	3	0	0	4	0	0	0	0	0	7
Corner Brook	18	0	3	0	0	0	0	0	0	21
Mount Pearl	18	4	1	1	0	0	0	0	0	24
St. John's	58	10	6	4	2	0	1	1	0	82
College of the North Atlantic	0	2	3	2	0	0	2	1	0	10
Conseil scolaire francophone provincial de terra-neuve-et-labrador	0	0	3	0	0	0	0	0	0	3
Eastern Health	38	17	7	0	4	3	1	0	0	70
Eastern Regional Service Board	4	0	0	0	0	0	0	0	0	4
Health Research Ethics Authority	2	0	0	7	0	0	0	0	0	9
Human Rights Commission	1	0	0	0	0	0	0	0	0	1
Independent Appointments Commission	1	0	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	5	0	12	0	3	2	1	1	0	24
Labour Relations Board	2	0	0	0	0	0	0	0	0	2
Legal Aid Commission	0	0	0	0	0	0	2	0	0	2
Marble Mountain Development Corporation	0	0	1	0	0	0	0	0	0	1
Memorial University	64	10	3	2	1	0	0	0	0	80
Multi-Materials Stewardship Board	1	0	0	0	0	0	0	0	0	1
Municipal Assessment Agency	10	0	0	0	0	0	0	0	0	10
Nalcor	51	2	12	3	1	1	1	1	2	74
NL 911 Bureau	2	0	0	0	0	0	0	0	0	2
NL English School District	12	2	5	0	1	1	0	0	0	21
NL Housing Corporation	6	1	0	2	0	2	0	1	0	12
NL Liquor Corporation	9	0	0	0	0	5	0	0	0	14
Office of the Chief Medical Examiner	0	0	1	0	0	0	0	0	0	1
Provincial Information and Library Resources Board	0	1	0	0	0	0	0	0	0	1
Public Procurement Agency	0	12	0	0	0	0	0	0	0	12
Public Service Commission	3	0	0	0	0	0	0	0	0	3
Public Utilities Board	2	0	0	0	0	0	0	0	0	2

PUBLIC BODY	Individual	Business	Media	Legal Firm	Interest Group	Political Party	Researcher	Other Public Body	Not closed	TOTAL
Royal Newfoundland Constabulary	26	26	2	15	0	0	2	3	0	74
Royal Newfoundland Constabulary Public Complaints Commission	1	0	0	0	0	0	0	0	0	1
Town of Arnolds Cove	1	0	0	0	0	0	0	0	0	1
Town of Avondale	0	0	0	0	1	0	0	0	0	1
Town of Bauline	1	0	0	0	0	0	0	0	0	1
Town of Bay Bulls	3	0	0	0	0	0	0	0	0	3
Town of Conception Bay South	9	1	0	4	0	0	0	0	0	14
Town of Channel-Port-Aux-Basques	0	0	4	0	0	0	0	0	0	4
Town of Clarenville	1	0	1	0	0	0	0	0	0	2
Town of Colinet	1	0	0	0	0	0	0	0	0	1
Town of Deer Lake	0	1	0	0	0	0	0	0	0	1
Town of Flatrock	2	0	0	0	0	0	0	0	0	2
Town of Gander	6	0	0	0	1	0	0	0	2	9
Town of Gaultois	1	0	0	0	0	0	0	0	0	1
Town of Harbour Main	10	0	0	0	0	0	0	0	0	10
Town of Holyrood	1	0	0	0	0	0	0	0	0	1
Town of Kippens	9	0	0	0	0	0	0	0	0	9
Town of Logy Bay	2	0	0	0	0	0	0	0	0	2
Town of Marystown	1	0	0	0	0	0	0	0	0	1
Town of Paradise	16	0	0	0	0	0	0	0	0	16
Town of Pasadena	1	0	0	0	0	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	37	0	0	0	0	0	0	0	0	37
Town of Pouch Cove	3	0	0	0	0	0	0	0	0	3
Town of Roddickton-Bide Arm	2	0	0	0	0	0	0	0	0	2
Town of Salmon Cove	1	0	0	0	0	0	0	0	0	1
Town of St. George's	27	0	0	0	0	0	0	0	0	27
Town of Stephenville	6	0	0	0	0	0	0	0	0	6
Town of Torbay	1	1	0	0	0	0	0	0	0	2
Town of Witless Bay	0	0	1	0	0	0	0	0	0	1
Western Health	9	14	2	0	2	2	2	0	0	31
Western regional service board	2	0	1	0	0	0	0	0	0	3
Workplace NL	12	0	0	0	0	0	0	0	0	12
Total by Applicant Type	530	111	70	46	22	18	13	10	4	824
Percentage %	64%	13%	8%	6%	3%	2%	2%	1%	0%	100%

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

Personal information requests

Table 2g – Personal Requests by Frequency of Applicant Type (April 1, 2018 to March 31, 2019)

Applicant Type	Departments	Public Bodies	Total	%
Individual	126	98	224	88%
Legal Firm	2	14	16	6%
Business	4	5	9	4%
Media	1	1	2	1%
Political Party	1	0	1	0%
Not Closed	3	0	3	1%
Total	137	118	255	100%

Table 2i – Personal Requests by Department and Applicant Type (April 1, 2018 to March 31, 2019)

DEPARTMENT	Individual	Business	Legal Firm	Media	Political party	Not closed	TOTAL
Advanced Education, Skills and Labour	9	0	0	0	0	0	9
Children, Seniors and Social Development	6	0	0	1	0	0	7
Education and Early Childhood Development	2	0	0	0	0	0	2
Executive Council (Cabinet Secretariat)	2	0	0	0	0	0	2
Human Resource Secretariat	12	0	0	0	0	3	15
Labrador Affairs Secretariat	3	0	0	0	0	0	3
Office of the Chief Information Officer	1	0	0	0	0	0	1
Premier's Office	1	0	0	0	0	0	1
Fisheries and Land Resources	9	0	0	0	0	0	9
Health and Community Services	12	1	0	0	0	0	13
Justice and Public Safety	51	1	2	0	0	0	54
Municipal Affairs and Environment	12	2	0	0	0	0	14
Service NL	4	0	0	0	1	0	5
Tourism, Culture, Industry and Innovation	2	0	0	0	0	0	2
Total by Applicant Type	126	4	2	1	1	3	137
Percentage %	92%	3%	1%	1%	1%	2%	100%

Table 2i – Personal Requests by Public Body and Applicant Type (April 1, 2018 to March 31, 2019)

PUBLIC BODY	Individual	Legal Firm	Business	Media	TOTAL
Central Health	2	0	0	0	2
College of the North Atlantic	3	0	0	0	3
Eastern Health	10	0	0	0	10
Labrador-Grenfell Health	1	0	0	0	1
Legal Aid Commission	0	0	0	1	1
Memorial University	21	0	0	0	21
Municipal Assessment Agency	1	0	0	0	1
NL English School District	9	0	0	0	9
NL Housing Corporation	1	0	0	0	1
NL Liquor Corporation	1	0	0	0	1
Office of the Chief Medical Examiner	1	0	0	0	1
Professional Fish Harvester Certification Board	1	0	0	0	1
Public Service Commission	1	0	0	0	1
The Rooms	1	0	0	0	1
Royal Newfoundland Constabulary	36	12	4	0	52
Town of Fogo	0	1	0	0	1
Town of Gander	1	0	0	0	1
Town of Harbour Main	1	0	0	0	1
Town of Holyrood	0	1	0	0	1
Town of Marystown	1	0	0	0	1
Town of Old Perlican	1	0	0	0	1
Town of Placentia	1	0	0	0	1
Town of St. George's	2	0	0	0	2
Town of Torbay	0	0	1	0	1
Town of Witless Bay	1	0	0	0	1
Western Health	1	0	0	0	1
Total by Applicant Type	98	14	5	1	118
Percentage %	83%	12%	4%	1%	100%

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 per hour for locating records; 25 cents 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 \$425 in costs paid by applicants for access requests.

Table 3 – Costs Paid for General Requests (April 1, 2018 to March 31, 2019)

PUBLIC BODY	TOTAL (\$)
Transportation and Works	\$425.00
Total	\$425.00

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 redacted in accordance with the legislation.

General and Personal information requests

Table 4a – Final Outcome of All Requests by Department (April 1, 2018 to March 31, 2019)

DEPARTMENT	Partial Disclosure	Full Disclosure	Do not Exist	Withdrawn	Disregard	Access Denied	Publicly Available	Other	Neither Confirm/Deny	Not Closed	TOTAL
Advanced Education, Skills and Labour	23	20	3	13	0	0	2	0	1	0	62
Children, Seniors and Social Development	22	19	9	2	0	2	0	1	0	0	55
Education and Early Childhood Development	15	9	9	9	0	0	0	0	0	0	42
Executive Council (Cabinet Secretariat)	7	9	8	3	1	2	0	3	1	0	34
Human Resource Secretariat	11	11	4	7	2	0	0	0	0	3	38
Intergovernmental and Indigenous Affairs Secretariat	6	0	9	0	1	0	0	0	0	0	16
Labrador Affairs Secretariat	2	2	3	1	0	0	0	0	0	0	8
Office of the Chief Information Officer	3	2	1	3	1	1	0	0	0	0	11
Office for the Status of Women	5	2	3	0	0	0	0	0	0	0	10
Premier's Office	25	7	15	0	1	0	0	1	0	0	49
Finance	13	25	19	4	0	12	1	0	0	0	74
Fisheries and Land Resources	61	23	13	18	0	0	2	0	0	0	117
Health and Community Services	43	25	14	27	26	1	2	7	0	1	146
Justice and Public Safety	54	16	23	8	20	5	0	1	0	0	127
Municipal Affairs and Environment	92	50	14	18	0	0	0	0	0	0	174
Natural Resources	95	83	31	4	0	5	5	0	0	0	223
Service NL	45	26	21	7	0	2	1	0	0	0	102
Tourism, Culture, Industry and Innovation	45	21	11	4	0	0	0	0	0	0	81
Transportation and Works	47	18	4	30	0	2	0	0	0	0	101
Total	614	368	214	158	52	32	13	13	2	4	1,470
Percentage%	42%	25%	15%	11%	4%	2%	1%	1%	0%	0%	100%

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

Of the 1,470 requests received to by departments, 982 (67 per cent) resulted in full or partial disclosure, 214 (15 per cent) were for records that did not exist, access was denied in 32 (two per cent) requests and 52 (four per cent) were disregarded with the approval of the Office of the Information and Privacy Commissioner.

Table 4b – Final Outcome of All Requests by Public Body (April 1, 2018 to March 31, 2019)

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Access Denied	Do not Exist	Withdrawn	Disregard	Publicly Available	Abandon	Neither Confirm/Deny	Not Closed	TOTAL
Arts NL	0	1	0	0	0	0	0	0	0	0	1
Central Health	21	6	1	0	0	0	0	0	0	0	28
Central Regional Service Board	4	0	1	1	0	10	0	0	0	0	16
Centre for Health Information	3	2	0	2	0	0	0	0	0	0	7
Corner Brook	1	13	2	0	0	5	0	0	0	0	21
Mount Pearl	5	9	1	1	6	0	2	0	0	0	24
St. John's	29	45	0	2	3	3	0	0	0	0	82
College of the North Atlantic	5	5	0	2	1	0	0	0	0	0	13
Conseil scolaire francophone provincial de terra-neuve-et-labrador	0	2	0	1	0	0	0	0	0	0	3
Eastern Health	40	30	1	4	5	0	0	0	0	0	80
Eastern Regional Service Board	3	0	0	0	0	1	0	0	0	0	4
Health Research Ethics Authority	2	4	0	0	1	2	0	0	0	0	9
Human Rights Commission	0	1	0	0	0	0	0	0	0	0	1
Independent Appointments Commission	0	1	0	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	16	9	0	0	0	0	0	0	0	0	25
Labour Relations Board	2	0	0	0	0	0	0	0	0	0	2
Legal Aid Commission	1	0	0	0	2	0	0	0	0	0	3
Marble Mountain Development Corporation	1	0	0	0	0	0	0	0	0	0	1
Memorial University	16	60	2	11	10	1	0	1	0	0	101
Multi-Materials Stewardship Board	0	1	0	0	0	0	0	0	0	0	1
Municipal Assessment Agency	1	10	0	0	0	0	0	0	0	0	11
Nalcor	27	21	1	16	1	1	5	0	0	2	74
NL 911 Bureau	0	0	1	0	0	0	0	0	1	0	2
NL English School District	9	14	6	1	0	0	0	0	0	0	30
NL Housing Corporation	7	6	0	0	0	0	0	0	0	0	13
NL Liquor Corporation	4	8	1	0	2	0	0	0	0	0	15
Office of the Chief Medical Examiner	1	1	0	0	0	0	0	0	0	0	2
Professional Fish Harvesters Certification Board	0	0	1	0	0	0	0	0	0	0	1
Provincial Information and Library Resources Board	0	0	0	1	0	0	0	0	0	0	1
Public Procurement Agency	7	4	0	1	0	0	0	0	0	0	12
Public Service Commission	2	2	0	0	0	0	0	0	0	0	4
Public Utilities Board	0	2	0	0	0	0	0	0	0	0	2
The Rooms	0	1	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	Neither Confirm/Deny	Not Closed	TOTAL
Royal Newfoundland Constabulary	29	24	61	11	0	1	0	0	0	0	126
Royal Newfoundland Constabulary Public Complaints Commission	0	0	0	0	0	0	0	0	1	0	1
Town of Arnolds Cove	0	1	0	0	0	0	0	0	0	0	1
Town of Avondale	0	1	0	0	0	0	0	0	0	0	1
Town of Bauline	1	0	0	0	0	0	0	0	0	0	1
Town of Bay Bulls	1	2	0	0	0	0	0	0	0	0	3
Town of Conception Bay South	4	9	0	0	0	0	0	1	0	0	14
Town of Channel-Port-Aux-Basques	4	0	0	0	0	0	0	0	0	0	4
Town of Clarendville	2	0	0	0	0	0	0	0	0	0	2
Town of Colinet	1	0	0	0	0	0	0	0	0	0	1
Town of Deer Lake	1	0	0	0	0	0	0	0	0	0	1
Town of Flatrock	2	0	0	0	0	0	0	0	0	0	2
Town of Fogo	1	0	0	0	0	0	0	0	0	0	1
Town of Gander	5	2	0	1	0	0	0	0	0	2	10
Town of Gaultois	1	0	0	0	0	0	0	0	0	0	1
Town of Harbour Main	9	2	0	0	0	0	0	0	0	0	11
Town of Holyrood	2	0	0	0	0	0	0	0	0	0	2
Town of Kippens	3	6	0	0	0	0	0	0	0	0	9
Town of Logy Bay	2	0	0	0	0	0	0	0	0	0	2
Town of Marystown	1	1	0	0	0	0	0	0	0	0	2
Town of Old Perlican	1	0	0	0	0	0	0	0	0	0	1
Town of Paradise	4	10	0	1	1	0	0	0	0	0	16
Town of Pasadena	0	1	0	0	0	0	0	0	0	0	1
Town of Placentia	6	0	0	1	0	0	1	0	0	0	8
Town of Portugal Cove-St. Philip's	31	1	1	2	1	1	0	0	0	0	37
Town of Pouch Cove	3	0	0	0	0	0	0	0	0	0	3
Town of Roddickton-Bide Arm	0	2	0	0	0	0	0	0	0	0	2
Town of Salmon Cove	0	1	0	0	0	0	0	0	0	0	1
Town of St. George's	19	4	3	1	0	2	0	0	0	0	29
Town of Stephenville	5	1	0	0	0	0	0	0	0	0	6
Town of Torbay	2	0	1	0	0	0	0	0	0	0	3
Town of Witless Bay	2	0	0	0	0	0	0	0	0	0	2
Western Health	22	7	0	3	0	0	0	0	0	0	32
Western regional service board	2	0	0	1	0	0	0	0	0	0	3
Workplace NL	4	8	0	0	0	0	0	0	0	0	12
Total	377	341	84	64	33	27	8	2	2	4	942
Percentage%	40%	36%	9%	7%	4%	3%	1%	0%	0%	0%	100%

Of the 942 requests received by public bodies, 718 (76 per cent) resulted in full or partial disclosure, 64 (seven per cent) were for records that did not exist and access was denied in 84 (nine per cent) requests.

General requests

Table 4c – Final Outcome of General Requests by Department (April 1, 2018 to March 31, 2019)

DEPARTMENT	Partial Disclosure	Full Disclosure	Do not Exist	Withdrawn	Disregard	Access Denied	Publicly Available	Other	Not Closed	TOTAL
Advanced Education, Skills and Labour	20	17	3	11	0	0	2	0	0	53
Children, Seniors and Social Development	17	19	8	2	0	1	0	1	0	48
Education and Early Childhood Development	14	9	8	9	0	0	0	0	0	40
Executive Council (Cabinet Secretariat)	7	9	8	3	1	2	0	2	0	32
Human Resource Secretariat	7	10	2	4	0	0	0	0	0	23
Intergovernmental and Indigenous Affairs Secretariat	6	0	9	0	1	0	0	0	0	16
Labrador Affairs Secretariat	0	2	2	1	0	0	0	0	0	5
Office of the Chief Information Officer	3	2	1	3	0	1	0	0	0	10
Office for the Status of Women	5	2	3	0	0	0	0	0	0	10
Premier's Office	25	7	14	0	1	0	0	1	0	48
Finance	13	25	19	4	0	12	1	0	0	74
Fisheries and Land Resources	55	20	13	18	0	0	2	0	0	108
Health and Community Services	40	24	11	26	26	1	2	2	1	133
Justice and Public Safety	33	11	19	3	3	4	0	0	0	73
Municipal Affairs and Environment	85	45	13	17	0	0	0	0	0	160
Natural Resources	95	83	31	4	0	5	5	0	0	223
Service NL	42	26	20	7	0	1	1	0	0	97
Tourism, Culture, Industry and Innovation	44	20	11	4	0	0	0	0	0	79
Transportation and Works	47	18	4	30	0	2	0	0	0	101
Total	558	349	199	146	32	29	13	6	1	1,333
Percentage%	42%	26%	15%	11%	2%	2%	1%	0%	0%	100%

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

Of the 1,333 general requests received by departments, 907 (68 per cent) resulted in full or partial disclosure, 199 (15 per cent) were for records that did not exist and access was denied in 29 (two per cent) requests.

Table 4d – Final Outcome of General Requests by Public Body (April 1, 2018 to March 31, 2019)

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Access Denied	Do not Exist	Withdrawn	Disregard	Publicly Available	Abandon	Neither Confirm/Deny	Not Closed	TOTAL
Arts NL	0	1	0	0	0	0	0	0	0	0	1
Central Health	21	5	0	0	0	0	0	0	0	0	26
Central Regional Service Board	4	0	1	1	0	10	0	0	0	0	16
Centre for Health Information	3	2	0	2	0	0	0	0	0	0	7
Corner Brook	1	13	2	0	0	5	0	0	0	0	21
Mount Pearl	5	9	1	1	6	0	2	0	0	0	24
St. John's	29	45	0	2	3	3	0	0	0	0	82
College of the North Atlantic	5	3	0	2	0	0	0	0	0	0	10
Conseil scolaire francophone provincial de terra-neuve-et-labrador	0	2	0	1	0	0	0	0	0	0	3
Eastern Health	38	25	1	2	4	0	0	0	0	0	70
Eastern Regional Service Board	3	0	0	0	0	1	0	0	0	0	4
Health Research Ethics Authority	2	4	0	0	1	2	0	0	0	0	9
Human Rights Commission	0	1	0	0	0	0	0	0	0	0	1
Independent Appointments Commission	0	1	0	0	0	0	0	0	0	0	1
Labrador-Grenfell Health	16	8	0	0	0	0	0	0	0	0	24
Labour Relations Board	2	0	0	0	0	0	0	0	0	0	2
Legal Aid Commission	1	0	0	0	1	0	0	0	0	0	2
Marble Mountain Development Corporation	1	0	0	0	0	0	0	0	0	0	1
Memorial University	14	45	2	10	7	1	0	1	0	0	80
Multi-Materials Stewardship Board	0	1	0	0	0	0	0	0	0	0	1
Municipal Assessment Agency	1	9	0	0	0	0	0	0	0	0	10
Nalcor	27	21	1	16	1	1	5	0	0	2	74
NL 911 Bureau	0	0	1	0	0	0	0	0	1	0	2
NL English School District	9	6	5	1	0	0	0	0	0	0	21
NL Housing Corporation	7	5	0	0	0	0	0	0	0	0	12
NL Liquor Corporation	3	8	1	0	2	0	0	0	0	0	14
Office of the Chief Medical Examiner	0	1	0	0	0	0	0	0	0	0	1
Provincial Information and Library Resources Board	0	0	0	1	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	Neither Confirm/Deny	Not Closed	TOTAL
Public Procurement Agency	7	4	0	1	0	0	0	0	0	0	12
Public Service Commission	1	2	0	0	0	0	0	0	0	0	3
Public Utilities Board	0	2	0	0	0	0	0	0	0	0	2
Royal Newfoundland Constabulary	15	10	43	5	0	1	0	0	0	0	74
Royal Newfoundland Constabulary Public Complaints Commission	0	0	0	0	0	0	0	0	1	0	1
Town of Arnolds Cove	0	1	0	0	0	0	0	0	0	0	1
Town of Avondale	0	1	0	0	0	0	0	0	0	0	1
Town of Bauline	1	0	0	0	0	0	0	0	0	0	1
Town of Bay Bulls	1	2	0	0	0	0	0	0	0	0	3
Town of Conception Bay South	4	9	0	0	0	0	0	1	0	0	14
Town of Channel-Port-Aux-Basques	4	0	0	0	0	0	0	0	0	0	4
Town of Clarendville	2	0	0	0	0	0	0	0	0	0	2
Town of Colinet	1	0	0	0	0	0	0	0	0	0	1
Town of Deer Lake	1	0	0	0	0	0	0	0	0	0	1
Town of Flatrock	2	0	0	0	0	0	0	0	0	0	2
Town of Gander	4	2	0	1	0	0	0	0	0	2	9
Town of Gaultois	1	0	0	0	0	0	0	0	0	0	1
Town of Harbour Main	9	1	0	0	0	0	0	0	0	0	10
Town of Holyrood	1	0	0	0	0	0	0	0	0	0	1
Town of Kippens	3	6	0	0	0	0	0	0	0	0	9
Town of Logy Bay	2	0	0	0	0	0	0	0	0	0	2
Town of Marystown	1	0	0	0	0	0	0	0	0	0	1
Town of Paradise	4	10	0	1	1	0	0	0	0	0	16
Town of Pasadena	0	1	0	0	0	0	0	0	0	0	1
Town of Placentia	6	0	0	1	0	0	0	0	0	0	7
Town of Portugal Cove-St. Philip's	31	1	1	2	1	1	0	0	0	0	37
Town of Pouch Cove	3	0	0	0	0	0	0	0	0	0	3
Town of Roddickton-Bide Arm	0	2	0	0	0	0	0	0	0	0	2
Town of Salmon Cove	0	1	0	0	0	0	0	0	0	0	1
Town of St. George's	19	2	3	1	0	2	0	0	0	0	27
Town of Stephenville	5	1	0	0	0	0	0	0	0	0	6
Town of Torbay	1	0	1	0	0	0	0	0	0	0	2
Town of Witless Bay	1	0	0	0	0	0	0	0	0	0	1
Western Health	22	6	0	3	0	0	0	0	0	0	31
Western regional service board	2	0	0	1	0	0	0	0	0	0	3
Workplace NL	4	8	0	0	0	0	0	0	0	0	12

OUTCOME BY PUBLIC BODY	Full Disclosure	Partial Disclosure	Access Denied	Do not Exist	Withdrawn	Disregard	Publicly Available	Abandon	Neither Confirm/Deny	Not Closed	TOTAL
Total	350	287	63	55	27	27	7	2	2	4	824
Percentage%	42%	35%	8%	7%	3%	3%	1%	0%	0%	0%	100%

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

Of the 824 general requests received by public bodies, 637 (77 per cent) resulted in full or partial disclosure, 55 (seven per cent) were for records that did not exist and access was denied in 63 (eight per cent) requests.

Personal information requests

Table 4e – Final Outcome of Personal Requests by Department (April 1, 2018 to March 31, 2019)

DEPARTMENT	Partial Disclosure	Disregard	Full Disclosure	Do not Exist	Withdrawn	Other	Access Denied	Neither Confirm/Deny	Not Closed	TOTAL
Advanced Education, Skills and Labour	3	0	3	0	2	0	0	1	0	9
Children, Seniors and Social Development	5	0	0	1	0	0	1	0	0	7
Education and Early Childhood Development	1	0	0	1	0	0	0	0	0	2
Executive Council (Cabinet Secretariat)	0	0	0	0	0	1	0	1	0	2
Human Resource Secretariat	4	2	1	2	3	0	0	0	3	15
Labrador Affairs Secretariat	2	0	0	1	0	0	0	0	0	3
Office of the Chief Information Officer	0	1	0	0	0	0	0	0	0	1
Premier's Office	0	0	0	1	0	0	0	0	0	1
Fisheries and Land Resources	6	0	3	0	0	0	0	0	0	9
Health and Community Services	3	0	1	3	1	5	0	0	0	13
Justice and Public Safety	21	17	5	4	5	1	1	0	0	54
Municipal Affairs and Environment	7	0	5	1	1	0	0	0	0	14
Service NL	3	0	0	1	0	0	1	0	0	5
Tourism, Culture, Industry and Innovation	1	0	1	0	0	0	0	0	0	2
Total	56	20	19	15	12	7	3	2	3	137
Percentage%	41%	15%	14%	11%	9%	5%	2%	1%	2%	100%

Of the 137 requests received by departments, 75 (55 per cent) resulted in full or partial disclosure, 15 (11 per cent) were for records that did not exist, access was denied in three (two per cent) requests and 20 (15 percent) were disregarded with the approval of the Office of the Information and Privacy Commissioner.

Table 4f – Final Outcome of Personal Requests by Public Body (April 1, 2018 to March 31, 2019)

OUTCOME BY PUBLIC BODY	Partial Disclosure	Full Disclosure	Access Denied	Do not Exist	Withdrawn	Publicly Available	TOTAL
Central Health	1	0	1	0	0	0	2
College of the North Atlantic	2	0	0	0	1	0	3
Eastern Health	5	2	0	2	1	0	10
Labrador-Grenfell Health	1	0	0	0	0	0	1
Legal Aid Commission	0	0	0	0	1	0	1
Memorial University	15	2	0	1	3	0	21
Municipal Assessment Agency	1	0	0	0	0	0	1
NL English School District	8	0	1	0	0	0	9
NL Housing Corporation	1	0	0	0	0	0	1
NL Liquor Corporation	0	1	0	0	0	0	1
Office of the Chief Medical Examiner	0	1	0	0	0	0	1
Professional Fish Harvester Certification Board	0	0	1	0	0	0	1
Public Service Commission	0	1	0	0	0	0	1
The Rooms	1	0	0	0	0	0	1
Royal Newfoundland Constabulary	14	14	18	6	0	0	52
Town of Fogo	0	1	0	0	0	0	1
Town of Gander	0	1	0	0	0	0	1
Town of Harbour Main	1	0	0	0	0	0	1
Town of Holyrood	0	1	0	0	0	0	1
Town of Marystown	1	0	0	0	0	0	1
Town of Old Perlican	0	1	0	0	0	0	1
Town of Placentia	0	0	0	0	0	1	1
Town of St. George's	2	0	0	0	0	0	2
Town of Torbay	0	1	0	0	0	0	1
Town of Witless Bay	0	1	0	0	0	0	1
Western Health	1	0	0	0	0	0	1
Total	54	27	21	9	6	1	118
Percentage%	46%	23%	18%	8%	5%	1%	100%

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

Of the 118 requests received by public bodies, 81 (69 per cent) resulted in full or partial disclosure, nine (eight per cent) were for records that did not exist and access was denied in 21 (18 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 2018-19 fiscal year. For example, one record or piece of information could be redacted as 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, 2018 to March 31, 2019)

SECTION OF THE ATIPP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	87	5%
s.33 – Information from a Workplace Investigation	17	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	122	6%
s.40 – Disclosure Harmful to Personal Privacy	769	40%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	9	0%
DISCRETIONARY		
s.28 – Local Public Body Confidences	6	0%
s.29 – Policy Advice or Recommendations	337	18%
s.30 – Legal Advice	147	8%
s.31 – Disclosure Harmful to Law Enforcement	59	3%
s.32 – Confidential Evaluations	17	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	81	4%

DISCRETIONARY		
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	228	12%
s.36 – Disclosure Harmful to Conservation	4	0%
s.37 – Disclosure Harmful to Individual or Public Safety	9	0%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	23	1%
TOTAL (MANDATORY AND DISCRETIONARY)	1,915	100%

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

The exceptions to disclosure listed above were used in 1,915 instances. Section 40 (mandatory exception for personal information) was the most widely applied exception, used in 769 (40 per cent) instances of all applied exceptions. Discretionary exceptions were used in 911 (47 per cent) of the exceptions applied.

General requests

Table 5b – Exceptions to Disclosure for General Requests by Departments and Public Bodies (April 1, 2018 to March 31, 2019)

SECTION OF THE ATIPP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	84	5%
s.33 – Information from a Workplace Investigation	15	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	119	7%
s.40 – Disclosure Harmful to Personal Privacy	664	38%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	5	0%
DISCRETIONARY		
s.28 – Local Public Body Confidences	6	0%
s.29 – Policy Advice or Recommendations	317	18%
s.30 – Legal Advice	126	7%
s.31 – Disclosure Harmful to Law Enforcement	47	3%
s.32 – Confidential Evaluations	13	1%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	81	5%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	226	13%
s.36 – Disclosure Harmful to Conservation	4	0%
s.37 – Disclosure Harmful to Individual or Public Safety	8	0%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	10	1%
TOTAL (MANDATORY AND DISCRETIONARY)	1,725	100%

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

The exceptions to disclosure listed above were used in 1,725 instances. Section 40 (mandatory exception for personal information) was the most widely applied exception, used in 664 (38 per cent) instances of all applied exceptions. Discretionary exceptions were used in 838 (49 per cent) of the exceptions applied.

Personal information requests

Table 5c – Exceptions to Disclosure for Personal Requests by Departments and Public Bodies (April 1, 2019 to March 31, 2019)

SECTION OF THE ATIPP ACT	TOTAL	%
MANDATORY		
s.27 – Cabinet Confidences	3	2%
s.33 – Information from a Workplace Investigation	2	1%
s.39 – Disclosure Harmful to Business Interests of a Third Party	3	2%
s.40 – Disclosure Harmful to Personal Privacy	105	55%
s.41 – Disclosure of House of Assembly Service and Statutory Office Records	4	2%
DISCRETIONARY		
s.28 – Local Public Body Confidences	0	0%
s.29 – Policy Advice or Recommendations	20	11%
s.30 – Legal Advice	21	11%
s.31 – Disclosure Harmful to Law Enforcement	12	6%
s.32 – Confidential Evaluations	4	2%
s.34 – Disclosure Harmful to Intergovernmental Relations or Negotiations	0	0%
s.35 – Disclosure Harmful to Financial or Economic Interests of a Public Body	2	1%
s.36 – Disclosure Harmful to Conservation	0	0%
s.37 – Disclosure Harmful to Individual or Public Safety	1	1%
s.38 – Disclosure Harmful to Labour Relations Interests of Public Body as Employer	13	7%
TOTAL (MANDATORY AND DISCRETIONARY)	190	100%

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

The exceptions to disclosure listed above were used in 190 instances. Section 40 (mandatory exception for personal information) was the most widely applied exception, used in 105 (55 per cent) instances of all applied exceptions. Discretionary exceptions were used in 73 (39 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, 2018 to March 31, 2019)

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Advanced Education, Skills and Labour	62	0	0	0	62
Children, Seniors and Social Development	48	7	0	0	55
Education and Early Childhood Development	42	0	0	0	42
Executive Council (Cabinet Secretariat)	33	0	1	0	34
Human Resource Secretariat	33	2	0	3	38
Intergovernmental and Indigenous Affairs Secretariat	15	1	0	0	16
Labrador Affairs Secretariat	8	0	0	0	8
Office of the Chief Information Officer	11	0	0	0	11
Office for the Status of Women	10	0	0	0	10
Premier's Office	45	1	3	0	49
Finance	70	0	4	0	74
Fisheries and Land Resources	92	2	23	0	117
Health and Community Services	143	0	2	1	146
Justice and Public Safety	115	11	1	0	127
Municipal Affairs and Environment	138	3	33	0	174
Natural Resources	204	18	1	0	223
Service NL	94	8	0	0	102
Tourism, Culture, Industry and Innovation	73	4	4	0	81
Transportation and Works	92	4	5	0	101
Total	1,328	61	77	4	1,470
Percentage %	90%	4%	5%	0%	100%

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

Table 6b – Response Timelines for All Requests by Public Bodies (April 1, 2018 to March 31, 2019)

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Arts NL	1	0	0	0	1
Central Health	28	0	0	0	28
Central Regional Service Board	15	0	1	0	16
Centre for Health Information	7	0	0	0	7
Corner Brook	15	5	1	0	21
Mount Pearl	22	2	0	0	24
St. John's	80	2	0	0	82

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
College of the North Atlantic	10	1	2	0	13
Conseil scolaire francophone provincial de terra-neuve-et-labrador	1	0	2	0	3
Eastern Health	80	0	0	0	80
Eastern Regional Service Board	3	0	1	0	4
Health Research Ethics Authority	9	0	0	0	9
Human Rights Commission	1	0	0	0	1
Independent Appointments Commission	1	0	0	0	1
Labrador-Grenfell Health	24	1	0	0	25
Labour Relations Board	2	0	0	0	2
Legal Aid Commission	3	0	0	0	3
Marble Mountain Development Corporation	1	0	0	0	1
Memorial University	83	13	5	0	101
Multi-Materials Stewardship Board	1	0	0	0	1
Municipal Assessment Agency	11	0	0	0	11
Nalcor	63	6	3	2	74
NL 911 Bureau	2	0	0	0	2
NL English School District	29	1	0	0	30
NL Housing Corporation	13	0	0	0	13
NL Liquor Corporation	13	0	2	0	15
Office of the Chief Medical Examiner	2	0	0	0	2
Professional Fish Harvesters Certification Board	1	0	0	0	1
Provincial Information and Library Resources Board	1	0	0	0	1
Public Procurement Agency	12	0	0	0	12
Public Service Commission	4	0	0	0	4
Public Utilities Board	2	0	0	0	2
The Rooms	1	0	0	0	1
Royal Newfoundland Constabulary	124	0	2	0	126
Royal Newfoundland Constabulary Public Complaints Commission	1	0	0	0	1
Town of Arnolds Cove	1	0	0	0	1
Town of Avondale	0	1	0	0	1
Town of Bauline	1	0	0	0	1
Town of Bay Bulls	3	0	0	0	3
Town of Conception Bay South	13	1	0	0	14
Town of Channel-Port-Aux-Basques	3	0	1	0	4
Town of Clarendville	2	0	0	0	2
Town of Colinet	1	0	0	0	1

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Town of Deer Lake	1	0	0	0	1
Town of Flatrock	2	0	0	0	2
Town of Fogo	1	0	0	0	1
Town of Gander	7	0	1	2	10
Town of Gaultois	1	0	0	0	1
Town of Harbour Main	11	0	0	0	11
Town of Holyrood	1	1	0	0	2
Town of Kippens	9	0	0	0	9
Town of Logy Bay	2	0	0	0	2
Town of Marystown	2	0	0	0	2
Town of Old Perlican	1	0	0	0	1
Town of Paradise	15	1	0	0	16
Town of Pasadena	0	1	0	0	1
Town of Placentia	6	0	2	0	8
Town of Portugal Cove-St. Philip's	30	0	7	0	37
Town of Pouch Cove	3	0	0	0	3
Town of Roddickton-Bide Arm	2	0	0	0	2
Town of Salmon Cove	1	0	0	0	1
Town of St. George's	29	0	0	0	29
Town of Stephenville	6	0	0	0	6
Town of Torbay	3	0	0	0	3
Town of Witless Bay	2	0	0	0	2
Western Health	32	0	0	0	32
Western regional service board	3	0	0	0	3
Workplace NL	12	0	0	0	12
Total	872	36	30	4	942
%	93%	4%	3%	0%	100%

General Requests

Table 6c – Response Timelines for General Requests by Department (April 1, 2018 to March 31, 2019)

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Advanced Education, Skills and Labour	53	0	0	0	53
Children, Seniors and Social Development	46	2	0	0	48
Education and Early Childhood Development	40	0	0	0	40
Executive Council (Cabinet Secretariat)	31	0	1	0	32
Human Resource Secretariat	21	2	0	0	23
Intergovernmental and Indigenous Affairs Secretariat	15	1	0	0	16
Labrador Affairs Secretariat	5	0	0	0	5
Office of the Chief Information Officer	10	0	0	0	10
Office for the Status of Women	10	0	0	0	10
Premier's Office	44	1	3	0	48
Finance	70	0	4	0	74
Fisheries and Land Resources	83	2	23	0	108
Health and Community Services	130	0	2	1	133
Justice and Public Safety	64	8	1	0	73
Municipal Affairs and Environment	126	3	31	0	160
Natural Resources	204	18	1	0	223
Service NL	89	8	0	0	97
Tourism, Culture, Industry and Innovation	71	4	4	0	79
Transportation and Works	92	4	5	0	101
Total	1,204	53	75	1	1,333
Percentage %	90%	4%	6%	0%	100%

Table 6d – Response Timelines for General Requests by Public Bodies (April 1, 2018 to March 31, 2019)

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Arts NL	1	0	0	0	1
Central Health	26	0	0	0	26
Central Regional Service Board	15	0	1	0	16
Centre for Health Information	7	0	0	0	7
Corner Brook	15	5	1	0	21
Mount Pearl	22	2	0	0	24
St. John's	80	2	0	0	82
College of the North Atlantic	8	0	2	0	10
Conseil scolaire francophone provincial de terra-neuve-et-labrador	1	0	2	0	3
Eastern Health	70	0	0	0	70
Eastern Regional Service Board	3	0	1	0	4
Health Research Ethics Authority	9	0	0	0	9
Human Rights Commission	1	0	0	0	1
Independent Appointments Commission	1	0	0	0	1
Labrador-Grenfell Health	23	1	0	0	24
Labour Relations Board	2	0	0	0	2
Legal Aid Commission	2	0	0	0	2
Marble Mountain Development Corporation	1	0	0	0	1
Memorial University	69	8	3	0	80
Multi-Materials Stewardship Board	1	0	0	0	1
Municipal Assessment Agency	10	0	0	0	10
Nalcor	63	6	3	2	74
NL 911 Bureau	2	0	0	0	2
NL English School District	20	1	0	0	21
NL Housing Corporation	12	0	0	0	12
NL Liquor Corporation	12	0	2	0	14
Office of the Chief Medical Examiner	1	0	0	0	1
Provincial Information and Library Resources Board	1	0	0	0	1
Public Procurement Agency	12	0	0	0	12
Public Service Commission	3	0	0	0	3
Public Utilities Board	2	0	0	0	2
Royal Newfoundland Constabulary	72	0	2	0	74
Royal Newfoundland Constabulary Public Complaints Commission	1	0	0	0	1
Town of Arnolds Cove	1	0	0	0	1

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Town of Avondale	0	1	0	0	1
Town of Bauline	1	0	0	0	1
Town of Bay Bulls	3	0	0	0	3
Town of Conception Bay South	13	1	0	0	14
Town of Channel-Port-Aux-Basques	3	0	1	0	4
Town of Clarenville	2	0	0	0	2
Town of Colinet	1	0	0	0	1
Town of Deer Lake	1	0	0	0	1
Town of Flatrock	2	0	0	0	2
Town of Gander	6	0	1	2	9
Town of Gaultois	1	0	0	0	1
Town of Harbour Main	10	0	0	0	10
Town of Holyrood	0	1	0	0	1
Town of Kippens	9	0	0	0	9
Town of Logy Bay	2	0	0	0	2
Town of Marystown	1	0	0	0	1
Town of Paradise	15	1	0	0	16
Town of Pasadena	0	1	0	0	1
Town of Placentia	6	0	1	0	7
Town of Portugal Cove-St. Philip's	30	0	7	0	37
Town of Pouch Cove	3	0	0	0	3
Town of Roddickton-Bide Arm	2	0	0	0	2
Town of Salmon Cove	1	0	0	0	1
Town of St. George's	27	0	0	0	27
Town of Stephenville	6	0	0	0	6
Town of Torbay	2	0	0	0	2
Town of Witless Bay	1	0	0	0	1
Western Health	31	0	0	0	31
Western regional service board	3	0	0	0	3
Workplace NL	12	0	0	0	12
Total	763	30	27	4	824
%	93%	4%	3%	0%	100%

Personal Information Requests

Table 6e – Response Timelines for Personal Requests by Department (April 1, 2018 to March 31, 2019)

DEPARTMENT	Met Timeline	Met Timeline with Extension	Timeline not Met	Not Closed	TOTAL
Advanced Education, Skills and Labour	9	0	0	0	9
Children, Seniors and Social Development	2	5	0	0	7
Education and Early Childhood Development	2	0	0	0	2
Executive Council (Cabinet Secretariat)	2	0	0	0	2
Human Resource Secretariat	12	0	0	3	15
Labrador Affairs Secretariat	3	0	0	0	3
Office of the Chief Information Officer	1	0	0	0	1
Premier's Office	1	0	0	0	1
Fisheries and Land Resources	9	0	0	0	9
Health and Community Services	13	0	0	0	13
Justice and Public Safety	51	3	0	0	54
Municipal Affairs and Environment	12	0	2	0	14
Service NL	5	0	0	0	5
Tourism, Culture, Industry and Innovation	2	0	0	0	2
Total	124	8	2	3	137
Percentage %	91%	6%	1%	2%	100%

Table 6f – Response Timelines for Personal Requests by Department (April 1, 2018 to March 31, 2019)

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	TOTAL
Central Health	2	0	0	2
College of the North Atlantic	2	1	0	3
Eastern Health	10	0	0	10
Labrador-Grenfell Health	1	0	0	1
Legal Aid Commission	1	0	0	1
Memorial University	14	5	2	21
Municipal Assessment Agency	1	0	0	1
NL English School District	9	0	0	9
NL Housing Corporation	1	0	0	1
NL Liquor Corporation	1	0	0	1
Office of the Chief Medical Examiner	1	0	0	1

PUBLIC BODY	Met Timeline	Met Timeline with Extension	Timeline not Met	TOTAL
Professional Fish Harvester Certification Board	1	0	0	1
Public Service Commission	1	0	0	1
The Rooms	1	0	0	1
Royal Newfoundland Constabulary	52	0	0	52
Town of Fogo	1	0	0	1
Town of Gander	1	0	0	1
Town of Harbour Main	1	0	0	1
Town of Holyrood	1	0	0	1
Town of Marystown	1	0	0	1
Town of Old Perlican	1	0	0	1
Town of Placentia	0	0	1	1
Town of St. George's	2	0	0	2
Town of Torbay	1	0	0	1
Town of Witless Bay	1	0	0	1
Western Health	1	0	0	1
Total	109	6	3	118
%	92%	5%	3%	100%

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.

One request for correction of personal information was reported by the Human Resources Secretariat for the period of April 1, 2018 – March 31, 2019.

Annex B – House of Assembly and Statutory Offices Statistics

During 2018-19, the House of Assembly and Statutory Offices received a total of 20 general and personal access requests.

Type and Volume of Requests

During the 2018-19 fiscal year, a total of 25 requests were received by the House of Assembly and Statutory Offices. Of these, 24 (96 per cent) were general requests and one (four per cent) were personal information requests.

Table 1 – Requests received by House of Assembly and Statutory Office and Type (April 1, 2018 to March 31, 2019)

OFFICE	General	Personal	TOTAL
Commissioner of Legislative Standards	8	0	8
House of Assembly	13	0	13
Office of the Information and Privacy Commissioner	3	1	4
Total	24	1	25
Percentage %	96%	4%	100%

Applicant Type

Table 2 – Requests received by House of Assembly and Statutory Office by Applicant Type (April 1, 2018 to March 31, 2019)

OFFICE	Individual	Media	Business	Other Public Body	TOTAL
Commissioner of Legislative Standards	7	1	0	0	8
House of Assembly	12	0	0	1	13
Office of the Information and Privacy Commissioner	3	0	1	0	4
Total	22	1	1	1	25
Percentage %	88%	4%	4%	4%	100%

Costs

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

Final Outcomes

Table 3 – Final Outcome by House of Assembly and Statutory Office (April 1, 2018 to March 31, 2019)

OFFICE	Full Disclosure	Do not Exist	Access Denied	Partial Disclosure	TOTAL
Commissioner of Legislative Standards	1	1	5	1	8
House of Assembly	7	6	0	0	13
Office of the Information and Privacy Commissioner	0	1	1	2	4
Total by Type of Request	8	8	6	3	25
Percentage %	32%	32%	24%	12%	100%

Of the 25 requests responded to by the House of Assembly and Statutory Offices, 11 (44 per cent) resulted in full or partial disclosure, eight (32 per cent) were for records that did not exist and access was denied in six (24 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 2018-19 fiscal year. For example, one record or piece of information could be redacted as 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 4 – 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	1	7%
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	1	7%
s.41 – Disclosure of House of Assembly Services and Statutory Office Records	9	60%

DISCRETIONARY		
s.28 – Local Public Body Confidences	0	0%
s.29 – Policy Advice or Recommendations	1	7%
s.30 – Legal Advice	2	13%
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	1	7%
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)	15	100%

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

The exceptions to disclosure listed above were used in 15 instances. Section 41 (mandatory exceptions for House of Assembly services and statutory office records) was used in nine (60 per cent) instances. Discretionary exceptions were used in four (26%) instances

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	8	0	8
House of Assembly	12	1	13
Office of the Information and Privacy Commissioner	4	0	4
Total	24	1	25
Percentage %	96%	4%	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, 2018 - March 31, 2019.

Annex C – Systemic Issues Identified by OIPC

No systemic issues were identified by the Office of the Information and Privacy Commissioner (OIPC) in their last Annual report (2017-18).

Annex D – 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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