



ANNUAL REPORT TO PARLIAMENT

ACCESS TO INFORMATION ACT

Farm Credit Canada (FCC)

FOR THE PERIOD
APRIL 1, 2021 TO MARCH 31, 2022

FARM CREDIT CANADA

2021-2022 Annual Report

Access to Information

Pursuant to subsection 94(1) of the Access to Information Act (the Act), Farm Credit Canada (FCC) has prepared for submission to Parliament its Annual Report on the administration of this Act for the reporting period of 2021-22.

Introduction

FCC is a financially self-sustaining federal commercial Crown corporation reporting to Canadians and Parliament through the Minister of Agriculture and Agri-Food. FCC provides financing and other services to about 102,000 customers. FCC's more than 2,200 employees operate from 102 offices located primarily in rural Canada, with the corporate office located in Regina, Saskatchewan.

Purpose of Access to Information Act

The purpose of the Act is to supplement Canada's legislation on the protection of personal information under the control of government institutions and the right of individuals to access their personal information.

The Access to Information Act creates an enforceable right of access to records under the control of a government institution in accordance with the principles that government information should be available to the public.

Mandate of FCC

FCC's mission is to enhance Canada's rural sector by providing specialized and personalized business and financial services and products to farming operations, including family farms, and to those businesses related to farming. The primary focus of the activities of the corporation shall be on farming operations, including family farms.

Organizational structure

FCC's Vice-President, Law and Corporate Secretary is the Chief Privacy Officer with delegated responsibility for the administration of the Act. A copy of the Delegation Order is included following this report. FCC's Privacy Officer is responsible for the managing

of the Privacy and Access office. There were three employees responsible for the processing of the requests received by the corporation.

Performance 2021-22

In fiscal year 2021-22, FCC received 14 formal requests for information under the Access to Information Act, and 17 informal requests which FCC processes in accordance with the spirit of the Act.

Of the nine formal requests which were closed in 2021-22, eight were responded to within legislated timelines (1-30 days), with one request responded to within 31-60 days, as per the terms of the request.

Of the nine completed formal requests, one was abandoned and one resulted in a no records response. Of the remaining seven requests, FCC disclosed 85.7% in full, and 14.3% in part.

Of the 14 formal requests FCC received in 2021-22, five were carried forward into the 2022-23 fiscal year. One of the five requests was responded to within legislated timelines, and the remaining four were responded to within the current fiscal year, beyond legislated timelines. This equates to FCC processing 54% of requests within the legislative timelines, representing a slight performance improvement from the previous fiscal year. Procedures for processing requests were continuously refined throughout the 2021-22 fiscal period in order to improve service delivery.

FCC does not have any open complaints related to the Access to Information Act.

FCC received three requests for consultations during the period, all of which were from other Government of Canada institutions and responded to within 15 days of receipt.

Operations of the Privacy and Access office were not notably affected by pandemic related measures during this period.

Training and awareness

FCC builds awareness and compliance to the Access to Information Act into all areas of the company's operations, including online services. Training of Privacy and Access office staff, as well as communications and training for all staff and management, continues to be a priority. For example, in 2021-22, FCC launched new online privacy fundamentals e-learning for its employees which included connection to the Access to Information Act obligations. In addition, 12 virtual team-specific training sessions focused on access and privacy were provided throughout the year.

Additionally, policies and procedures for handling requests for access to information and organizational communications relating to FCC's privacy compliance obligations to reinforce awareness were provided to employees through a variety of channels in the 2021-22 fiscal year.

Policies, guidelines, procedures and initiatives

FCC works to continuously improve its privacy and information practices and policies. The 2021-22 fiscal year afforded an opportunity to update organizational

policies, procedures and guidelines including enhancements to address the work from home and hybrid work experience of personnel resulting from the pandemic. FCC launched a new Privacy Policy and supporting instruments this fiscal year. The support instruments include procedures on access to information obligations and are as follows: Handling Requests for Information, Handling Information and Consent to Use of Personal Information.

Complaints and appeals

No complaints were initiated against FCC with the Office of the Information Commissioner under the Access to Information Act.

Monitoring compliance

FCC began the process of procuring external resources to identify the time taken to process requests focusing on records production and gathering. The outcome of the project is to produce recommendations for program and organizational efficiency. The project is targeted to launch in the following year with compliance of legislative timeliness built into the recommendations. No formal audit function has been assumed.

Access to Information Act

Designation Order

I, JANE HALFORD, Board Chair of Farm Credit Canada "FCC", hereby revoke all previous designations relating to the exercise of powers and performance of duties and functions as the head of a government institution under the Access to Information Act (the "Act") and pursuant to section 95(1) of the Act, by this Order, hereby designate the person holding the position of Vice-President and Corporate Secretary, currently MEGAN DOLO as Chief Privacy Officer (and in that person's absence, the person holding the position of Senior Legal Counsel and Privacy Officer, currently JOSH MacFADDEN), to exercise the powers and perform the duties and functions as the head of a government institution under the Act.

Dated this 19 day of July, 2020.

A handwritten signature in black ink, appearing to read 'J. Halford', is positioned above the printed name.

JANE HALFORD, FCC Board Chair

**Statistical Report on the Access to Information Act**Name of institution: Farm Credit CanadaReporting period: 2021/04/01 to 2022/03/31**Section 1: Requests Under the Access to Information Act****1.1 Number of requests**

		Number of Requests
Received during reporting period		14
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		14
Closed during reporting period		9
Carried over to next reporting period		5
• Carried over within legislated timeline	1	
• Carried over beyond legislated timeline	4	

1.2 Sources of requests

Source	Number of Requests
Media	1
Academia	0
Business (private sector)	3
Organization	8
Public	2
Decline to Identify	0
Total	14

1.3 Channels of requests

Source	Number of Requests
Online	0
E-mail	13
Mail	1
In person	0
Phone	0
Fax	0
Total	14

Section 2: Informal Requests**2.1 Number of informal requests**

		Number of Requests
Received during reporting period		17
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		17
Closed during reporting period		15
Carried over to next reporting period		2

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	16
Mail	0
In person	0
Phone	1
Fax	0
Total	17

2.3 Completion time of informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
8	4	3	0	0	0	0	15

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
12	69	1	301	0	0	0	0	1	9752

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1000 Pages Re-released		1001-5000 Pages Re-released		More Than 5000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
0	0	1	132	0	0	0	0	0	0

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	0
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 Days	
All disclosed	3	2	1	0	0	0	0	6
Disclosed in part	0	1	0	0	0	0	0	1
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	1	0	0	0	0	0	0	1
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	1	0	0	0	0	0	1
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0
Total	4	4	1	0	0	0	0	9

4.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	1	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	0	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	1	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	1	23.1	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	24(1)	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0	26	0
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	16.6	0				
16(1)(b)	0	17	0				
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

4.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
2	7	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper and e-record formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
1029	1029	8

4.5.2 Relevant pages processed per request disposition for paper and e-record formats by size of requests

Disposition	Less Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	3	9	3	998	0	0	0	0	0	0
Disclosed in part	1	22	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	1	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	5	31	3	998	0	0	0	0	0	0

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Disposition	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	0	0	0	0	0	0

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	0	9	0	9
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	9	0	9

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	9
Percentage of requests closed within legislated timelines (%)	100

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/ Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	0	0	0	0
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	0	0	0	0

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	0	\$0.00	13	\$65.00	1	\$5.00
Other fees	0	\$0.00	0	\$0.00	0	\$0.00
Total	0	\$0.00	13	\$65.00	1	\$5.00

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	3	71	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	3	71	0	0
Closed during the reporting period	3	71	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	3	0	0	0	0	0	0	3
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	3	0	0	0	0	0	0	3

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

8.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
0	1	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
0	0	0	1	0	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 - under paragraph 28(1)(b)
0

Section 11: Resources Related to the Access to Information Act

11.1 Allocated Costs

Expenditures		Amount
Salaries		\$241,611
Overtime		\$0
Goods and Services		\$5,103
• Professional services contracts	\$5,103	
• Other	\$0	
Total		\$246,714

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	2.000
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.200
Students	0.000
Total	2.200

Note: Enter values to three decimal places.



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