



ANNUAL REPORT TO PARLIAMENT

PRIVACY ACT

Farm Credit Canada (FCC)

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

FARM CREDIT CANADA
2021-2022 ANNUAL REPORT

Privacy Act

Pursuant to subsection 72(1) of the Privacy 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 2021-2022.

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 the Privacy 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 Privacy Act is based on internationally recognized standards that are based on the principles that each individual retains ownership of his or her personal information and has the right to know what personal information is collected about him or her, how that information will be used, to whom it will be disclosed, and when and how it will be destroyed.

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 processing the requests received by the corporation.

Performance 2021-22

In fiscal year 2021-22, FCC received two formal requests for information under the Privacy Act. Three formal requests were carried over from the previous reporting period. Two of the five formal requests were completed within 1-30 days, two were completed within 31-60 days and one was completed within 121-180 days, for which an extension was requested due to difficulty in obtaining responsive records. Twenty percent of these responses were disclosed in full, and 80% were disclosed in part. No formal requests were carried over to the next reporting period.

FCC processed 80% of requests submitted within the legislated timeframe.

In addition to formal requests for access to personal information, FCC routinely processes informal requests for personal information as part of our ongoing engagement with FCC customers. Notwithstanding the informality around the initiation of such requests, FCC processes them in accordance with the spirit of the Act.

FCC received nine informal requests which were processed in the spirit of the Privacy Act in 2021-22. Six of these informal requests were completed in 2021-22 within 1-30 days and two were completed between 31 and 60 days. One informal request was carried over to the next reporting period.

No consultation requests were received under the Privacy Act.

In accordance with the Canada Revenue Agency's (CRA) authorities under the Income Tax Act, FCC granted the CRA access to its records 10 times.

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

FCC continues to meet its obligations under the Act in the context of pandemic measures.

FCC's 2021-22 Statistical Report on the Privacy Act is attached.

Training and awareness

FCC builds awareness and compliance to the Privacy 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 Privacy 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 personal information, as well as organizational communications relating to FCC's privacy compliance obligations to reinforce awareness, have been provided to employees through a variety of channels throughout 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.

Summary of key issues and actions taken on complaints

No complaints have been filed with the Office of the Privacy Commissioner of Canada following the disclosure of information under the Privacy Act.

No appeal has been filed with the Federal Court under the Privacy Act.

Monitoring compliance

No tracking of the time spent processing applications was conducted during the reporting period.

Material privacy breaches

Of the privacy incidents reported to FCC's Privacy and Access office, for the period April 1, 2021, to March 31, 2022, none were assessed as a material privacy breach. As a result, no material privacy breaches have been reported to the Office of the Privacy Commissioner of Canada or the Treasury Board of Canada Secretariat.

Privacy impact assessments

Three privacy impact assessments were completed in 2021-22.

Vaccination Privacy Impact Assessment – This assessment was completed for the new federal mandate requiring employees to validate proof of vaccination resulting from the pandemic.

Talkdesk Privacy Impact Assessment – This assessment was completed for the 'TalkDesk' system FCC uses in working to support customers by phone.

DocuSign Privacy Impact Assessment – This assessment was completed internally in the 2021-22 fiscal year. Final submissions to the OPC took place in the 2022-23 fiscal year. This update will thus be provided in next year's Annual Report.

<https://www.fcc-fac.ca/en/about-fcc/governance/transparency/info-source.html>

Public interest disclosures

Sometimes people contact their Member of Parliament about their dealings with FCC. The Member of Parliament may contact the office of the Minister of Agriculture and Agri-Food or FCC directly, by telephone or in writing to discuss the issue. Farm Credit Canada employees have been advised to respect the privacy of affected individuals and to disclose only the information necessary to address the issue.

FCC was required to submit documents containing personal information as a result of a subpoena and order from a civil or criminal court.

There were no disclosures of information under paragraph 8(2)(m) during the reporting period.

Privacy 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 Privacy Act (the "Act"), and 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 section 73 the Act.

Dated this 19 day of July, 2020.

A handwritten signature in black ink, appearing to read 'Jane Halford', written in a cursive style.

JANE HALFORD, FCC Board Chair

Statistical Report on the Privacy Act

Name of institution: Farm Credit Canada

Reporting period: 2021-04-01 to 2022-03-31

Section 1: Requests Under the Privacy Act

1.1 Number of requests received

		Number of Requests
Received during reporting period		2
Outstanding from previous reporting periods		3
• Outstanding from previous reporting period	3	
• Outstanding from more than one reporting period	0	
Total		5
Closed during reporting period		5
Carried over to next reporting period		0
• Carried over within legislated timeline	0	
• Carried over beyond legislated timeline	0	

1.2 Channels of requests

Source	Number of Requests
Online	0
E-mail	1
Mail	1
In person	0
Phone	0
Fax	0
Total	2

Section 2: Informal requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		9
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		9
Closed during reporting period		8
Carried over to next reporting period		1

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	9
Mail	0
In person	0
Phone	0
Fax	0
Total	9

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
3	3	2	0	0	0	0	8

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
7	137	1	224	0	0	0	0	0	0

Section 3: Requests Closed During the Reporting Period

3.1 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	1	0	0	0	0	0	0	1
Disclosed in part	0	1	2	0	1	0	0	4
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	1	1	2	0	1	0	0	5

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	4
19(1)(f)	0	22.1	0	27	1
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
		22.4	0		

3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
69(1)(a)	0	70(1)	0	70(1)(d)	0
69(1)(b)	0	70(1)(a)	0	70(1)(e)	0
69.1	0	70(1)(b)	0	70(1)(f)	0
		70(1)(c)	0	70.1	0

3.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
3	2	0	0	0	0

3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
1494	1494	5

3.5.2 Relevant pages processed by 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	0	0	0	0	1	576	0	0	0	0
Disclosed in part	0	0	4	918	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	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	0	0	4	918	1	576	0	0	0	0

3.5.3 Relevant minutes processed and disclosed for audio formats

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

3.5.4 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
Total	0	0	0	0	0	0

3.5.5 Relevant minutes processed and disclosed for video formats

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

3.5.6 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
Total	0	0	0	0	0	0

3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	1	0	0	1
Disclosed in part	0	1	3	0	4
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	0	2	3	0	5

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	3
Percentage of requests closed within legislated timelines (%)	60

3.7 Deemed refusals

3.7.1 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
2	1	0	1	0

3.7.2 Request 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	1	0	1
61 to 120 days	0	0	0
121 to 180 days	1	0	1
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	2	0	2

3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	1	0	1
Total	1	0	1

Section 4: Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
0	0	0	0

Section 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	7
Total	7

Section 6: Extensions

6.1 Reasons for extensions

Number of requests where an extension was taken	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet ConfidenceSection (Section 70)	External	Internal	
1	0	0	0	1	0	0	0	0

6.2 Length of extensions

Length of Extensions	15(a)(i) Interference with operations				15 (a)(ii) Consultation			15(b) Translation purposes or conversion
	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet ConfidenceSection (Section 70)	External	Internal	
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	0	0	1	0	0	0	0
31 days or greater								0
Total	0	0	0	1	0	0	0	0

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	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	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	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

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: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
0	0	0	0	0

Section 10: Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)

10.1 Privacy Impact Assessments

Number of PIAs completed	3
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	14	1	0	0
Central	0	0	0	0
Total	14	1	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

Number of material privacy breaches reported to TBS	0
Number of material privacy breaches reported to OPC	0

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	87
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Section 12: Resources Related to the Privacy Act

12.1 Allocated Costs

Expenditures		Amount
Salaries		\$215,938
Overtime		\$0
Goods and Services		\$40,386
• Professional services contracts	\$40,386	
• Other	\$0	
Total		\$256,324

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	1.800
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.400
Students	0.000
Total	2.200

Note: Enter values to three decimal places.



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