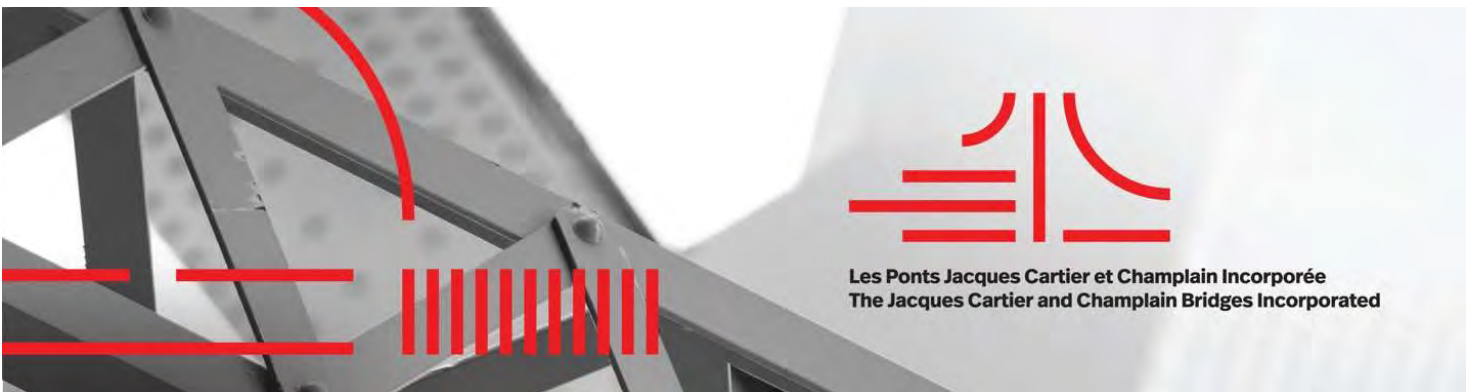


# ANNUAL REPORT TO PARLIAMENT

## PRIVACY ACT



**APRIL 1<sup>ST</sup>, 2023 TO MARCH 31<sup>ST</sup>, 2024**

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## 1. INTRODUCTION

The *Privacy Act (PA)* grants a right of access to Canadian citizens and permanent residents present in Canada as well as any individual abroad who does not already benefit from this right to personal information about them held by government institutions subject to the *PA*. In addition, the *PA* protects that information against unauthorized collection, use, retention and disclosure.

The Jacques Cartier and Champlain Bridges Incorporated (“JCCBI”) is a parent Crown Corporation listed under part I, Schedule III of the *Financial Administration Act*.

As a manager of important infrastructure, JCCBI is responsible for the Jacques Cartier Bridge, the Estacade, the federal section of the Bonaventure Expressway, the federal section of the Honoré Mercier Bridge, as well as the Melocheville Tunnel. JCCBI is also responsible for managing the infrastructure that is no longer open to users and is in the process of being deconstructed, namely the original Champlain Bridge and the Île des Soeurs Bypass Bridge. JCCBI ensures, on a daily basis, a safe drive for thousands of users by managing, maintaining and repairing this important Greater Montreal infrastructure. JCCBI also ensures that these critical structures remain safe, fully functional and aesthetically pleasing both today and in the future. It conducts construction, rehabilitation and reinforcement projects on the infrastructure under its responsibility and oversees the operation and maintenance of these structures.

This report is prepared and tabled in Parliament in accordance with Section 72 of the *PA*. It covers the period from April 1<sup>st</sup>, 2023, to March 31<sup>st</sup>, 2024.

## 2. ORGANIZATIONAL STRUCTURE

JCCBI resources in charge of the administration of the *PA* work thereon on a part-time basis. Requests received under the *PA* are processed by the Access to Information and Privacy (ATIP) Coordinator who is also Director, Legal Affairs at JCCBI. Procedures are put in place for directing all formal privacy requests to the ATIP Coordinator for them to be processed in accordance with the provisions of the *PA*. A lawyer provides support to the ATIP Coordinator. The paralegal of the Legal Affairs Department assists, as required, the ATIP Coordinator and the lawyer in processing requests. JCCBI does not provide any services related to privacy to another government institution as defined in Section 73.1 of the *PA*.

## 3. DELEGATION ORDER

The head of JCCBI, Mrs. Sandra Martel, Chief Executive Officer, delegated her powers, duties and functions under the *PA* to the ATIP Coordinator, Mrs. Véronic Meunier, Director, Legal Affairs. A copy of the Delegation Order is included in Annex C.

## **4. PERFORMANCE 2023-2024**

### **4.1 REQUESTS RECEIVED AND COMPLETED**

During the reporting period, JCCBI did not receive any formal privacy request, like the last reporting period. There are no active requests pending.

During the reporting period, there were no active complaints pending from previous reporting periods.

### **4.2 CONSULTATION REQUESTS**

During the reporting period, no consultation request from other government institutions pursuant to the *PA* was received.

### **4.3 OPERATIONAL COSTS**

During this reporting period, salary costs incurred for the administration of the *PA* totalled \$675. No costs were incurred for professional services contracts of external resources.

## **5. TRAINING AND AWARENESS**

During this reporting period, the ATIP Coordinator, the lawyer and the paralegal attended, through videoconference, several technical briefings, orientation and awareness sessions provided by the Treasury Board of Canada Secretariat in connection with the *PA*.

When a new employee who will participate in the application of the *PA* is hired, the ATIP Coordinator trains this employee in accordance with the *Directive on Personal Information Requests and Correction of Personal Information*. No other training activities were provided to JCCBI's employees during the reporting period, but awareness was made to them.

## **6. POLICIES, GUIDELINES AND PROCEDURES**

JCCBI continues to implement its internal policy approved by its Board of Directors on June 19, 2019. This policy was revised on May 30, 2022, but no modification was made thereto.

JCCBI did not receive authorization for any new collection(s) or consistent use(s) of Social Insurance Numbers during this reporting period.

## **7. INITIATIVES AND PROJECTS TO IMPROVE PRIVACY**

During the reporting period, no initiatives or projects were implemented. JCCBI is, however, currently taking the necessary steps to join the ATIP Online Platform. The purpose of this platform is to modernize JCCBI's service delivery in connection with the reception of privacy requests.

## **8. SUMMARY OF KEY ISSUES AND ACTIONS TAKEN ON COMPLAINTS**

During the reporting period, no complaints were received or resolved, and no audits or investigations were conducted.

In addition, during the reporting period, there were no active complaints.

## **9. MATERIAL PRIVACY BREACHES**

During the reporting period, no material privacy breaches were reported to the Office of the Privacy Commissioner and to the Information and Privacy Policy Division, Treasury Board of Canada Secretariat.

## **10. PRIVACY IMPACT ASSESSMENTS**

During the reporting period, JCCBI did not complete any Privacy Impact Assessment (PIA) and has no PIA on its website.

## **11. PUBLIC INTEREST DISCLOSURES**

During the reporting period, no disclosures were made under Subsection 8(2)(m) of the *PA*.

## 12. MONITORING COMPLIANCE

When JCCBI receives a request under the *PA*, an internal follow-up process is immediately put in place with the relevant employees for the purpose of collecting the records, which is coupled with fixed deadlines. The ATIP Coordinator, who reports to the Senior Director, Legal Affairs and Human Resources (SDLARH), is responsible for processing requests under the *PA*, as well as for ensuring that time frames are respected. The SDLAHR, who is also Corporate Secretary, informs the Chief Executive Officer, other Senior Directors, and Board members of the reception of a request, but without disclosing any personal information.

JCCBI has not made any requests for inter-institutional consultation during this reporting period, but if it did, it would be limited to cases where it was necessary for the proper exercise of discretionary powers or where there was an intention to disclose information.

JCCBI ensures that the appropriate privacy protection measures are included in its contracts, notably its standard contract documents which are validated by the Legal Affairs Department, as well as in the various agreements in which confidentiality clauses are added. These agreements are reviewed by the Legal Affairs Department before being signed by the authorized signatories.

JCCBI also adapts its contracts to include all relevant clauses pertaining to information security, particularly with respect to data hosting. For the use of Cloud solutions, JCCBI documents a detailed risk sheet as well as a lifecycle management process. For all internal systems, JCCBI carries out annual intrusion tests and corrects identified weaknesses, if any.

During this reporting period, the Treasury Board of Canada did not conduct any monitoring asking for JCCBI to report on an exception or a breach.

**ANNEX A**  
**STATISTICAL REPORT ON THE *PRIVACY ACT***  
**2023-2024**



### Statistical Report on the *Privacy Act*

Name of institution: The Jacques Cartier and Champlain Bridges Incorporated

Reporting period: 2023-04-01 to 2024-03-31

## Section 1: Requests Under the *Privacy Act*

### 1.1 Number of requests received

		Number of Requests
Received during reporting period		0
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
<b>Total</b>		<b>0</b>
Closed during reporting period		0
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	0
Mail	0
In person	0
Phone	0
Fax	0
<b>Total</b>	<b>0</b>







### 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	0
19(1)(f)	0	22.1	0	27	0
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	
0	0	0	0	0	0

### 3.5 Complexity

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

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
0	0	0

**3.5.2 Relevant pages processed per request disposition for paper, e-record and dataset 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	0	0	0	0	0	0
Disclosed in part	0	0	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	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	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
<b>Total</b>	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
<b>Total</b>	0	0	0	0	0	0

### 3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
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
<b>Total</b>	0	0	0	0	0

### 3.6 Closed requests

#### 3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	0
Percentage of requests closed within legislated timelines (%)	0

### 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
0	0	0	0	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	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
<b>Total</b>	0	0	0

**3.8 Requests for translation**

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

**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









**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
<b>Total</b>	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	0
Number of PIAs modified	0

**10.2 Institution-specific and Central Personal Information Banks**

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	0	0	0	0
Central	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 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	0
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## Section 12: Resources Related to the Privacy Act

### 12.1 Allocated Costs

Expenditures		Amount
Salaries		\$675
Overtime		\$0
Goods and Services		\$0
• Professional services contracts	\$0	
• Other	\$0	
<b>Total</b>		<b>\$675</b>

### 12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0,008
Part-time and casual employees	0,000
Regional staff	0,000
Consultants and agency personnel	0,000
Students	0,000
<b>Total</b>	<b>0,008</b>

**Note:** Enter values to three decimal places.

**ANNEX B**

**SUPPLEMENTAL STATISTICAL REPORT**  
**ON THE *ACCESS TO INFORMATION ACT* AND THE *PRIVACY ACT***

**2023-2024**

## Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Name of institution: The Jacques Cartier and Champlain Bridges Incorporated

Reporting period: 2023-04-01 to 2024-03-31

### Section 1: Open Requests and Complaints Under the *Access to Information Act*

1.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

Row 11, Col. 3 of Section 1.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Access to Information Act*

1.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
<b>Total</b>	<b>0</b>

### Section 2: Open Requests and Complaints Under the *Privacy Act*

2.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2024	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2024	Total
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0

Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16	0	0	0
Received in 2014-15 or earlier	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>

Row 11, Col. 3 of Section 2.1 must equal Row 7, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*

**2.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.**

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16	0
Received in 2014-15 or earlier	0
<b>Total</b>	<b>0</b>

**Section 3: Social Insurance Number**

Has your institution begun a new collection or a new consistent use of the SIN in 2023-24?	No
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**Section 4: Universal Access under the Privacy Act**

How many requests were received from foreign nationals outside of Canada in 2023-24?	0
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Row 1, Col. 1 of Section 4 must be equal to or less than Row 1, Col. 1 of Section 1.1 of the 2023-24 Statistical Report on the *Privacy Act*





**ANNEX C**  
**DELEGATION ORDER**

# **PRIVACY ACT DESIGNATION ORDER**

Pursuant to Section 73 of the *Privacy Act*\*, the Chief Executive Officer of the government institution The Jacques Cartier and Champlain Bridges Incorporated, hereby designates the person holding the position of Director, Legal Affairs of The Jacques Cartier and Champlain Bridges Incorporated, to exercise or perform the powers, duties and functions of the head of the institution under the Act.

Signed at Longueuil, July 31<sup>st</sup> 2023



Chief Executive Officer of  
The Jacques Cartier and Champlain  
Bridges Incorporated

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\*R.S.C., 1985, c. P-21