

From Vision to Impact

FIVE YEARS OF
PRIVACY AND
TRANSPARENCY IN A
DIGITAL ONTARIO



Information and Privacy
Commissioner of Ontario
Commissaire à l'information et à la
protection de la vie privée de l'Ontario

2024
STATISTICAL REPORT

Cover: Original artwork by Shelby Gagnon, an Anishinaabe and Mushkegowuk artist from Aroland First Nation, who has lived in Thunder Bay for most of her life, Commissioned for the IPC Transparency Showcase.

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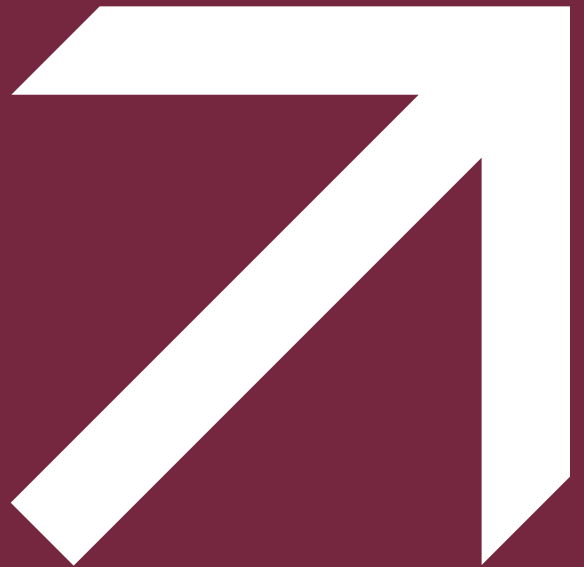
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Requests by the public under FIPPA/MFIPPA

There were 70,293 freedom of information (FOI) requests filed across Ontario in 2024, nearly a 6 per cent increase over 2023, when 66,422 were filed.

TOTAL FOI REQUESTS FILED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	23,780	18,167	41,947
Provincial	12,472	15,874	28,346
TOTAL	36,252	34,041	70,293

TOTAL FOI REQUESTS COMPLETED BY JURISDICTION AND RECORDS TYPE

	Personal Information	General Records	Total
Municipal	23,285	17,397	40,682
Provincial	11,337	16,007	27,344
TOTAL	34,622	33,401	68,026

TOTAL FOI REQUESTS COMPLETED BY SOURCE AND JURISDICTION

	Municipal	Provincial	Total
Individual/Public	27,032	7,372	34,377
Individual by Agent	7,655	7,236	14,891
Business	3,101	10,631	13,732
Academic/Researcher	97	228	325
Association/Group	253	423	676
Media	382	1,092	1,474
Government (all levels)	1,094	149	1,243
Other	1,068	213	1,281
TOTAL	40,682	27,344	68,026

OUTCOME OF REQUESTS BY JURISDICTION

	Municipal	Provincial	Total
All Information Disclosed	8,409	6,231	14,640
Information Disclosed in Part	20,970	9,769	30,739
No Information Disclosed	5,669	2,663	8,332
No Responsive Records Exist	3,355	6,278	9,633
Request Withdrawn, Abandoned or Non-Jurisdictional	2,407	2,463	4,870
TOTAL REQUESTS	40,810	27,404	68,214

TOTAL FEES COLLECTED AND WAIVED BY JURISDICTION

	Municipal	Provincial	Total
Total application fees collected	\$195,234.20	\$130,723.25	\$325,957.45
Total additional fees collected	\$349,154.93	\$242,038.23	\$591,193.16
TOTAL FEES COLLECTED	\$544,389.13	\$372,761.48	\$917,150.61
TOTAL FEES WAIVED	\$81,372.13	\$27,039.80	\$108,411.93

AVERAGE COST OF MUNICIPAL REQUESTS

	2020	2021	2022	2023	2024
Personal Information	\$8.66	\$7.62	\$6.92	\$6.38	\$6.84
General Records	\$23.61	\$24.86	\$24.23	\$21.97	\$22.14

AVERAGE COST OF PROVINCIAL REQUESTS

	2020	2021	2022	2023	2024
Personal Information	\$7.90	\$6.37	\$5.02	\$5.08	\$5.03
General Records	\$59.73	\$36.26	\$13.18	\$18.88	\$19.73

Provincial response rates

78.2%

30-day

87.4%

Extended

7.5%

Over 90 days

PROVINCIAL INSTITUTIONS THAT RECEIVED THE MOST REQUESTS IN 2024

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Ministry of the Environment, Conservation and Parks	8,333	9,093	6,955	76.5	84.5	1,013	11.1
Ministry of the Solicitor General	8,489	7,384	5,625	76.2	85	445	6
Ministry of Children, Community and Social Services	4,333	4,303	3,753	87.2	89.6	67	1.6
Ministry of Transportation	1,060	873	778	89.1	95.6	22	2.5
Ministry of Labour, Immigration, Training and Skills Development	846	808	605	74.9	79.6	56	6.9
Ministry of Public and Business Service Delivery and Procurement	596	568	499	87.9	96.7	20	3.5
Workplace Safety and Insurance Board	459	455	422	92.7	100	7	1.5
Ministry of the Attorney General	416	323	287	88.9	97.8	14	4.3
Ministry of Municipal Affairs and Housing	230	266	106	39.8	78.6	120	45.1
The Cabinet Office	170	159	93	58.5	93.7	19	11.9

*Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATES (PROVINCIAL INSTITUTIONS EXCEPT COLLEGES, UNIVERSITIES, AND HOSPITALS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Ministry of the Environment, Conservation and Parks	8,333	9,093	6,955	76.5	84.5	1,013	11.1
Ministry of the Solicitor General	8,489	7,384	5,625	76.2	85	445	6
Ministry of Children, Community and Social Services	4,333	4,303	3,753	87.2	89.6	67	1.6
Ministry of Transportation	1,060	873	778	89.1	95.6	22	2.5
Ministry of Labour, Immigration, Training and Skills Development	846	808	605	74.9	79.6	56	6.9

Response rates (provincial institutions except colleges, universities, and hospitals) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Ministry of Public and Business Service Delivery and Procurement	596	568	499	87.9	96.7	20	3.5
Workplace Safety and Insurance Board	459	455	422	92.7	100	7	1.5
Ministry of the Attorney General	416	323	287	88.9	97.8	14	4.3
Ministry of Municipal Affairs and Housing	230	266	106	39.8	78.6	120	45.1
The Cabinet Office	170	159	93	58.5	93.7	19	11.9
Ministry of Natural Resources	155	138	71	51.4	86.2	19	13.8
LCBO	146	137	120	87.6	91.2	7	5.1
Ministry of Colleges, Universities, Research Excellence and Security	127	123	85	69.1	99.2	10	8.1
Ministry of Finance	163	119	87	73.1	95.8	9	7.6
Ministry of Education	127	117	79	67.5	97.4	7	6
Alcohol and Gaming Commission of Ontario	94	90	73	81.1	95.6	1	1.1
Metrolinx	83	82	48	58.5	100	17	20.7
Ontario Health	52	53	29	54.7	100	4	7.5
Financial Services Regulatory Authority of Ontario	45	51	36	70.6	100	4	7.8
Pay Equity Office	50	50	48	96	96	0	0
Ministry of Energy and Electrification	55	46	20	43.5	58.7	15	32.6
Ontario Lottery and Gaming Corporation	47	46	38	82.6	93.5	1	2.2
Infrastructure Ontario (IO)	50	44	13	29.5	65.9	22	50
Ministry of Long-Term Care	43	44	16	36.4	81.8	21	47.7
Ontario Ministry of Agriculture, Food and Agribusiness	50	41	26	63.4	100	3	7.3
Treasury Board Secretariat	29	29	19	65.5	93.1	4	13.8
Ontario Parole Board	28	28	28	100	100	0	0
Independent Electricity System Operator	28	27	14	51.9	100	3	11.1
The Niagara Parks Commission	28	27	24	88.9	92.6	0	0
Ontario Securities Commission	28	26	16	61.5	100	1	3.8
Legal Aid Ontario	27	24	16	66.7	100	0	0
Ministry of Mines	31	24	18	75	91.7	3	12.5
Ministry of Economic Development, Job Creation and Trade	20	23	11	47.8	100	5	21.7
Ministry of Indigenous Affairs and First Nations Economic Reconciliation	34	23	10	43.5	87	10	43.5

Response rates (provincial institutions except colleges, universities, and hospitals) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Ministry of Infrastructure	68	23	4	17.4	56.5	12	52.2
Ontario Power Generation Inc.	20	23	21	91.3	100	0	0
Special Investigation Unit	23	23	12	52.2	95.7	2	8.7
Ontario Human Rights Commission	22	22	22	100	100	0	0
Ministry of Tourism, Culture and Gaming	28	21	8	38.1	95.2	5	23.8
Seniors and Accessibility	17	17	17	100	100	0	0
Office of the Independent Police Review Director	18	13	12	92.3	100	1	7.7
Landlord and Tenant Board	23	11	5	45.5	81.8	3	27.3
Ontario Science Centre	11	10	0	0	50	10	100
Ministry of Citizenship and Multiculturalism	10	9	9	100	100	0	0
Ministry of Intergovernmental Affairs	8	8	7	87.5	100	0	0
Niagara Escarpment Commission	5	8	3	37.5	75	4	50
Supply Ontario	8	8	0	0	0	2	25
iGaming Ontario	7	8	3	37.5	37.5	3	37.5
Ministry of Sport	10	7	4	57.1	100	3	42.9
Ministère des Affaires francophones	8	7	5	71.4	100	0	0
Ministry of Northern Development	6	6	4	66.7	66.7	0	0
ORNGE	9	6	5	83.3	100	0	0
Ontario Clean Water Agency	6	6	4	66.7	66.7	1	16.7
Patient Ombudsman	6	6	3	50	100	0	0
St. Lawrence Parks Commission	7	6	3	50	100	0	0
Licence Appeal Tribunal	6	5	2	40	80	0	0
Health Professions Appeal and Review Board	4	4	4	100	100	0	0
Human Rights Tribunal of Ontario	5	3	1	33.3	66.7	1	33.3
Ontario Energy Board	3	3	3	100	100	0	0
Social Benefits Tribunal	4	3	1	33.3	66.7	1	33.3
Workplace Safety and Insurance Appeals Tribunal	3	3	3	100	100	0	0
Agricorp	5	2	2	100	100	0	0
Invest Ontario	2	2	1	50	100	0	0
Ontario Agency for Health Protection and Promotion	2	2	2	100	100	0	0
Ontario Arts Council Conseil des arts de l'Ontario	2	2	2	100	100	0	0

Response rates (provincial institutions except colleges, universities, and hospitals) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Conseil scolaire catholique du district des Grandes Rivières (CSCDGR)	1	1	0	0	0	0	0
Education Quality and Accountability Office	1	1	1	100	100	0	0
Health Services Appeal and Review Board	1	1	1	100	100	0	0
Human Rights Legal Support Centre	1	1	0	0	100	0	0
Ministry of Red Tape Reduction	1	1	0	0	100	0	0
North Simcoe Muskoka Local Health Integration Network	1	1	0	0	100	1	100
Ontario Cannabis Retail Corporation	1	1	1	100	100	0	0
Ontario Civilian Police Commission	1	1	0	0	0	0	0
Ontario Health atHome	5	1	1	100	100	0	0
Ontario Northland Transportation Commission	2	1	1	100	100	0	0
Ontario Review Board	1	1	1	100	100	0	0
Ontario Trillium Foundation	1	1	0	0	100	0	0
Assessment Review Board	1	0	0	0	0	0	0
TOTAL	26,846	25,933	20,246	78.1	86.9	1,998	7.7

*Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATES (HOSPITALS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
London Health Sciences Centre	39	37	33	89.2	100	0	0
Kingston Health Sciences Centre	36	33	31	93.9	100	0	0
Hamilton Health Sciences	29	26	25	96.2	100	0	0
The University Health Network	28	29	19	65.5	79.3	0	0
William Osler Health System	27	25	21	84	100	0	0
Trillium Health Partners	25	23	22	95.7	100	0	0
Chatham-Kent Health Alliance	23	22	21	95.5	100	1	4.5
Brant Community Healthcare System	22	22	22	100	100	0	0
Royal Victoria Regional Health Centre	15	12	10	83.3	100	0	0
Children's Hospital of Eastern Ontario	14	13	11	84.6	100	0	0
The Ottawa Hospital	13	14	9	64.3	92.9	0	0
The Hospital for Sick Children	12	12	10	83.3	100	0	0
Unity Health Toronto	12	12	8	66.7	66.7	4	33.3

Response rates (hospitals) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Waypoint Centre for Mental Health Care	11	11	8	72.7	100	0	0
Centre for Addiction and Mental Health (CAMH)	10	10	10	100	100	0	0
Halton Healthcare Services Corp	9	10	5	50	100	1	10
Peterborough Regional Health Centre	9	9	9	100	100	0	0
Muskoka Algonquin Healthcare	9	5	4	80	100	0	0
Southlake Regional Health Centre	8	8	8	100	100	0	0
Scarborough Health Network	8	6	3	50	66.7	1	16.7
Windsor Regional Hospital	7	7	7	100	100	0	0
Grand River Hospital	7	6	6	100	100	0	0
Humber River Hospital	7	6	3	50	100	0	0
Lakeridge Health	6	12	4	33.3	75	3	25
North York General Hospital	6	6	6	100	100	0	0
Royal Ottawa Health Care Group	6	5	3	60	100	0	0
Bruyere Continuing Care	6	4	2	50	100	1	25
Michael Garron Hospital	5	5	5	100	100	0	0
Norfolk General Hospital	5	5	5	100	100	0	0
North Bay Regional Health Centre	5	5	5	100	100	0	0
Oak Valley Health	5	5	5	100	100	0	0
Queensway Carleton Hospital	5	5	4	80	80	0	0
Quinte Health Care	5	5	1	20	100	2	40
St. Joseph's Healthcare Hamilton	5	5	3	60	100	0	0
Niagara Health	5	4	4	100	100	0	0
Groves Memorial Community Hospital	4	4	3	75	75	0	0
Hôpital Montfort	4	4	4	100	100	0	0
Lake of the Woods District Hospital	4	4	4	100	100	0	0
Timmins & District Hospital	4	4	4	100	100	0	0
Brightshores Health System	3	3	3	100	100	0	0
Mackenzie Health - All sites	3	3	3	100	100	0	0
Northumberland Hills Hospital	3	3	2	66.7	100	0	0
Thunder Bay Regional Health Sciences Centre	3	3	3	100	100	0	0
Winchester District Memorial Hospital	3	3	3	100	100	0	0
Erie Shores HealthCare	3	2	2	100	100	0	0
Georgian Bay General Hospital	3	2	1	50	100	1	50
St. Mary's General Hospital	3	2	2	100	100	0	0

Response rates (hospitals) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Headwaters Health Care Centre	3	1	0	0	100	1	100
Brockville General Hospital	2	2	2	100	100	0	0
Clinton Public Hospital Site	2	2	2	100	100	0	0
Four Counties Health Services	2	2	2	100	100	0	0
Hôpital Général de Hawkesbury & District General Hospital	2	2	2	100	100	0	0
Joseph Brant Hospital	2	2	2	100	100	0	0
Kemptville District Hospital	2	2	2	100	100	0	0
Lady Minto Hospital	2	2	2	100	100	0	0
Lennox & Addington County General Hospital	2	2	2	100	100	0	0
Orillia Soldiers' Memorial Hospital	2	2	2	100	100	0	0
Seaforth Community Hospital Site	2	2	2	100	100	0	0
Sinai Health	2	2	2	100	100	0	0
Sioux Lookout Meno Ya Win Health Centre	2	2	2	100	100	0	0
St. Joseph's Health Care London	2	2	2	100	100	0	0
St. Mary's Memorial Hospital Site	2	2	2	100	100	0	0
Stratford General Hospital Site	2	2	2	100	100	0	0
Tillsonburg District Memorial Hospital	2	2	2	100	100	0	0
Women's College Hospital	2	2	1	50	100	0	0
Pembroke Regional Hospital	2	1	0	0	100	0	0
Cornwall Community Hospital	1	2	1	50	100	0	0
Almonte General Hospital/ Fairview Manor	1	1	1	100	100	0	0
Baycrest	1	1	0	0	100	0	0
Cambridge Memorial Hospital	1	1	1	100	100	0	0
Casey House Hospital	1	1	1	100	100	0	0
Collingwood General and Marine Hospital	1	1	0	0	100	0	0
Deep River and District Hospital	1	1	1	100	100	0	0
Dryden Regional Health Centre	1	1	1	100	100	0	0
Geraldton District Hospital	1	1	1	100	100	0	0
Health Sciences North	1	1	1	100	100	0	0
Holland Bloorview Kids Rehabilitation Hospital	1	1	1	100	100	0	0
Hôpital Notre-Dame Hospital Hearst	1	1	1	100	100	0	0
Hôtel Dieu Grace Healthcare	1	1	1	100	100	0	0

Response rates (hospitals) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Nipigon District Memorial Hospital	1	1	1	100	100	0	0
North Shore Health Network	1	1	1	100	100	0	0
North of Superior Healthcare Group	1	1	1	100	100	0	0
Providence Care - Hospital	1	1	1	100	100	0	0
Renfrew Victoria Hospital	1	1	1	100	100	0	0
Riverside Health Care	1	1	1	100	100	0	0
Sault Area Hospital	1	1	1	100	100	0	0
St. Joseph's General Hospital Elliot Lake	1	1	1	100	100	0	0
St. Joseph's Health Centre Guelph	1	1	1	100	100	0	0
Stevenson Memorial Hospital	1	1	1	100	100	0	0
Temiskaming Hospital	1	1	1	100	100	0	0
Weeneebayko Area Health Authority	1	1	0	0	0	0	0
West Parry Sound Health Centre	1	1	1	100	100	0	0
Anson General Hospital	1	0	0	0	0	0	0
TOTAL	552	524	442	84.4	96.4	15	2.9

*Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATES (COLLEGES AND UNIVERSITIES)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
The Fanshawe College of Applied Arts and Technology	153	147	131	89.1	100	1	0.7
University of Toronto	132	116	94	81	93.1	2	1.7
University of Ottawa	61	64	45	70.3	93.8	6	9.4
York University	48	41	30	73.2	100	0	0
Queen's University	37	37	27	73	94.6	0	0
McMaster University	36	35	34	97.1	100	1	2.9
Carleton University	32	32	29	90.6	100	0	0
Canadore College	29	28	26	92.9	92.9	0	0
University of Waterloo	31	28	23	82.1	100	2	7.1
University of Western Ontario	30	26	21	80.8	96.2	0	0
Laurentian University	29	25	4	16	88	8	32
Humber College Institute of Technology and Advanced Learning	28	24	20	83.3	100	0	0
Loyalist College of Applied Arts and Technology	25	24	11	45.8	79.2	7	29.2

Response rates (colleges and universities) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Toronto Metropolitan University	20	22	19	86.4	100	0	0
Algonquin College	21	21	17	81	100	0	0
Seneca Polytechnic	21	21	19	90.5	95.2	0	0
Wilfrid Laurier University	19	20	18	90	100	0	0
University of Guelph	17	19	5	26.3	100	9	47.4
Georgian College	16	16	12	75	100	1	6.3
Confederation College	14	14	9	64.3	64.3	1	7.1
Northern Ontario School of Medicine University	14	14	14	100	100	0	0
Brock University	14	13	11	84.6	100	0	0
The Conestoga College Institute of Technology and Advanced Learning	15	12	8	66.7	91.7	0	0
George Brown College	11	11	8	72.7	100	0	0
University of Windsor	15	10	10	100	100	0	0
The Durham College of Applied Arts and Technology	10	8	8	100	100	0	0
Algoma University	7	7	6	85.7	100	1	14.3
The Sheridan College Institute of Technology and Advanced Learning	7	7	2	28.6	100	0	0
Centennial College	5	6	4	66.7	100	0	0
Collège La Cité	17	6	6	100	100	0	0
Mohawk College	6	6	4	66.7	100	0	0
Trent University	6	5	5	100	100	0	0
The Lambton College of Applied Arts & Technology	4	4	2	50	100	0	0
Université de l'Ontario français	4	4	0	0	0	2	50
Lakehead University	3	3	1	33.3	33.3	0	0
St. Lawrence College of Applied Arts and Technology	3	3	1	33.3	33.3	0	0
Cambrian College	2	2	0	0	100	0	0
Niagara College	2	2	0	0	100	0	0
OCAD University	2	2	2	100	100	0	0
Nipissing University	1	1	1	100	100	0	0
University of Ontario Institute of Technology	1	1	1	100	100	0	0
TOTAL	948	887	688	77.6	95.5	41	4.6

*Including Notice of Extension, section 27(1) and Notice to Affected Persons, section 28(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Municipal response rates

82.2%

30-day

87%

Extended

1.8%

Over 90 days

MUNICIPAL INSTITUTIONS THAT RECEIVED THE HIGHEST NUMBER OF REQUESTS IN 2024

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Toronto Police Service	5,414	5,056	3,987	78.9	79.3	262	5.2
City of Toronto	3,281	3,106	1,637	52.7	61.2	61	2
York Regional Police	2,394	2,510	856	34.1	34.3	27	1.1
Halton Regional Police Service	2,045	2,089	1,843	88.2	91	17	0.8
Durham Regional Police Service	1,913	1,925	1,831	95.1	100	2	0.1
Hamilton Police Service	1,630	1,590	1,533	96.4	99.4	2	0.1
Niagara Regional Police Service	1,427	1,428	1,318	92.3	98.7	21	1.5
Waterloo Regional Police Service	1,429	1,419	1,399	98.6	99.1	1	0.1
Peel Regional Police	1,327	1,327	1,327	100	100	0	0
London Police Service	1,222	1,242	1,194	96.1	99.2	1	0.1

*Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATES (SCHOOL BOARDS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
St. Clair Catholic District School Board	363	363	363	100	100	0	0
District School Board of Niagara	304	309	291	94.2	98.1	0	0
Dufferin-Peel Catholic District School Board	99	66	59	89.4	100	5	7.6
Thames Valley District School Board	86	71	70	98.6	100	0	0
Halton Catholic District School Board	50	50	27	54	54	3	6
Ottawa-Carleton District School Board	44	33	12	36.4	90.9	9	27.3
Peel District School Board	37	36	22	61.1	88.9	0	0
York Region District School Board	37	29	20	69	100	1	3.4

Response rates (school boards) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Conseil des écoles publiques de l'Est de l'Ontario	30	30	30	100	100	0	0
Greater Essex County District School Board	30	30	22	73.3	93.3	0	0
Toronto Catholic District School Board	29	19	15	78.9	100	1	5.3
Halton District School Board	26	20	18	90	90	0	0
Waterloo Catholic District School Board	24	20	18	90	90	0	0
Bluewater District School Board	23	23	17	73.9	100	0	0
Brant Haldimand Norfolk Catholic District School Board	21	5	3	60	100	0	0
Hamilton Wentworth District School Board	20	15	14	93.3	100	0	0
Waterloo Region District School Board	18	18	11	61.1	66.7	6	33.3
District School Board Ontario North East	16	15	15	100	100	0	0
Durham District School Board	14	18	12	66.7	83.3	1	5.6
Simcoe Muskoka Catholic District School Board	13	13	13	100	100	0	0
Conseil des écoles catholiques du Centre-Est	12	12	7	58.3	100	2	16.7
Conseil scolaire du Grand Nord	12	12	8	66.7	66.7	0	0
Lakehead District School Board (Lakehead Public Schools)	10	10	10	100	100	0	0
Simcoe County District School Board	10	10	7	70	70	1	10
The Northwest Catholic District School Board	10	10	10	100	100	0	0
Limestone District School Board	9	9	9	100	100	0	0
Grand Erie District School Board	9	4	2	50	50	0	0
Upper Canada District School Board	7	9	6	66.7	100	1	11.1
Upper Grand District School Board	7	9	7	77.8	77.8	1	11.1
Algoma District School Board	5	5	5	100	100	0	0
Niagara Catholic District School Board	5	5	5	100	100	0	0
Ottawa Catholic District School Board	5	5	4	80	80	1	20
Trillium Lakelands District School Board	5	5	5	100	100	0	0
Peterborough Victoria Northumberland and Clarington Catholic District School Board	5	4	3	75	100	0	0
London District Catholic School Board	5	3	2	66.7	100	0	0
Conseil scolaire Viamonde	5	1	0	0	100	1	100

Response rates (school boards) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Kawartha Pine Ridge District School Board	4	5	2	40	100	1	20
Huron-Perth Catholic District School Board	4	3	1	33.3	66.7	0	0
Sudbury Catholic District School Board	4	1	1	100	100	0	0
Avon Maitland District School Board	3	3	3	100	100	0	0
Durham Catholic District School Board	3	3	3	100	100	0	0
Wellington Catholic District School Board	3	3	3	100	100	0	0
Rainy River District School Board	3	2	0	0	0	0	0
Rainbow District School Board	2	3	3	100	100	0	0
Algonquin and Lakeshore Catholic District School Board	2	2	2	100	100	0	0
Conseil scolaire catholique MonAvenir	2	2	0	0	50	0	0
Conseil scolaire de district catholique du Nouvel-Ontario	2	2	2	100	100	0	0
Lambton Kent District School Board	2	2	2	100	100	0	0
Superior North Catholic District School Board	2	2	2	100	100	0	0
Catholic District School Board of Eastern Ontario	1	1	0	0	0	0	0
Conseil scolaire de district catholique de l'Est ontarien	1	1	0	0	0	0	0
Nipissing-Parry Sound Catholic District School Board	1	1	1	100	100	0	0
Thunder Bay Catholic District School Board	1	1	1	100	100	0	0
TOTAL	1,448	1,333	1,168	87.6	94.8	34	2.6

*Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATES (HEALTH BOARDS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Windsor-Essex County Health Unit	25	22	22	100	100	0	0
Huron Perth Public Health	21	20	19	95	95	0	0
North Bay Parry Sound District Health Unit	15	15	13	86.7	100	0	0
Grey Bruce Public Health	12	12	12	100	100	0	0
Wellington Dufferin Guelph Public Health	12	12	12	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	11	11	11	100	100	0	0
Algoma Public Health	8	8	6	75	100	0	0
Leeds, Grenville & Lanark District Health Unit	7	7	7	100	100	0	0
Public Health Sudbury & Districts	7	7	6	85.7	100	0	0
Brant County Health Unit	4	4	3	75	75	1	25
Peterborough Public Health	4	4	4	100	100	0	0
Hastings Prince Edward Public Health	3	3	3	100	100	0	0
Chatham-Kent Board of Health	2	2	2	100	100	0	0
Middlesex-London Health Unit	2	2	2	100	100	0	0
Renfrew County and District Health Unit	2	2	2	100	100	0	0
Haliburton, Kawartha, Pine Ridge District Health Unit	1	1	1	100	100	0	0
Northwestern Health Unit	1	0	0	0	0	0	0
TOTAL	137	132	125	94.7	98.5	1	0.8

*Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATES (POLICE)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Toronto Police Service	5,414	5,056	3,987	78.9	79.3	262	5.2
York Regional Police	2,394	2,510	856	34.1	34.3	27	1.1
Halton Regional Police Service	2,045	2,089	1,843	88.2	91	17	0.8
Durham Regional Police Service	1,913	1,925	1,831	95.1	100	2	0.1
Hamilton Police Service	1,630	1,590	1,533	96.4	99.4	2	0.1
Niagara Regional Police Service	1,427	1,428	1,318	92.3	98.7	21	1.5
Waterloo Regional Police Service	1,429	1,419	1,399	98.6	99.1	1	0.1
Peel Regional Police	1,327	1,327	1,327	100	100	0	0

Response rates (police) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
London Police Service	1,222	1,242	1,194	96.1	99.2	1	0.1
Windsor Police Service	936	936	769	82.2	93.3	3	0.3
Guelph Police Service	476	461	437	94.8	95.9	2	0.4
Brantford Police Service	334	327	294	89.9	91.4	1	0.3
Chatham-Kent Police Service	310	310	308	99.4	99.4	0	0
Bradford West Gwillimbury / Innisfil Police Services Board	273	279	235	84.2	91.8	0	0
Thunder Bay Police Service	266	265	262	98.9	98.9	0	0
Sarnia Police Service	266	262	195	74.4	99.6	0	0
Peterborough Police Service	205	211	211	100	100	0	0
Woodstock Police Service	204	197	196	99.5	100	0	0
Strathroy-Caradoc Police Service	152	152	136	89.5	89.5	4	2.6
Greater Sudbury Police Service	139	139	138	99.3	100	0	0
Cornwall Police Service	108	108	64	59.3	59.3	2	1.9
Stratford Police Service	110	108	92	85.2	90.7	2	1.9
Kingston Police Services Board	52	52	50	96.2	96.2	0	0
North Bay Police Service	58	49	41	83.7	91.8	2	4.1
Timmins Police Service	49	49	49	100	100	0	0
Port Hope Police Service	43	45	38	84.4	93.3	1	2.2
Smiths Falls Police Service	36	36	36	100	100	0	0
Saugeen Shores Police Service	31	31	22	71	100	0	0
Sault Ste. Marie Police Service	30	30	26	86.7	100	4	13.3
Belleville Police Service	29	29	8	27.6	27.6	4	13.8
Hanover Police Service	24	24	24	100	100	0	0
West Grey Police Service	23	23	23	100	100	0	0
Gananoque Police Services	17	17	15	88.2	100	0	0
Aylmer Police	15	15	15	100	100	0	0
Deep River Police Services Board	6	5	5	100	100	0	0
TOTAL	22,993	22,746	18,977	83.4	86	358	1.6

*Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATES (MUNICIPAL CORPORATIONS)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
City of Toronto	3,281	3,106	1,637	52.7	61.2	61	2
City of Ottawa	1,243	1,162	946	81.4	89	27	2.3
City of Mississauga	1,145	1,127	994	88.2	90.5	9	0.8
Region of Peel	389	355	334	94.1	98.9	2	0.6
York Region	333	263	248	94.3	99.6	1	0.4
Corporation City of London	310	293	271	92.5	100	0	0
City of Brampton	271	256	236	92.2	97.3	0	0
City of Hamilton	261	112	65	58	59.8	24	21.4
Regional Municipality of Durham	242	245	206	84.1	94.7	7	2.9
City of Oshawa	241	248	239	96.4	100	1	0.4
City of Windsor	234	240	188	78.3	81.3	9	3.8
City of Markham	232	218	151	69.3	69.3	22	10.1
City of Peterborough	214	209	193	92.3	99.5	1	0.5
City of Vaughan	209	204	195	95.6	99	0	0
Town of Oakville	196	194	187	96.4	100	0	0
City of Greater Sudbury	189	189	156	82.5	89.9	3	1.6
The Corporation of the City of Waterloo	175	191	140	73.3	84.3	12	6.3
City of Burlington	174	183	160	87.4	97.3	3	1.6
City of St. Catharines	166	145	127	87.6	100	0	0
The Corporation of The City of Brantford	160	160	140	87.5	95	2	1.3
The Corporation of the City of Barrie	155	155	128	82.6	89.7	9	5.8
City of Richmond Hill	155	153	146	95.4	99.3	1	0.7
Regional Municipality of Waterloo	149	132	104	78.8	98.5	4	3
Municipality of Chatham-Kent	148	150	102	68	100	3	2
Norfolk County	139	139	104	74.8	79.9	3	2.2
Town of Georgina	136	136	122	89.7	97.8	0	0
City of Guelph	133	138	127	92	100	2	1.4
City of Clarence-Rockland	122	104	97	93.3	96.2	0	0
City of Sarnia	117	115	82	71.3	90.4	2	1.7
Town of East Gwillimbury	117	102	96	94.1	100	0	0
The Corporation of the City of North Bay	112	108	80	74.1	74.1	5	4.6
Town of Caledon	109	109	88	80.7	100	0	0
Town of Innisfil	105	98	97	99	100	0	0
City of Niagara Falls	105	96	84	87.5	92.7	0	0

Response rates (municipal corporations) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
The Corporation of the City of Sault Ste. Marie	102	102	96	94.1	100	0	0
Town of Whitby	99	98	93	94.9	100	0	0
City of Cambridge	96	93	70	75.3	89.2	4	4.3
The Corporation of the City of Cornwall	96	87	77	88.5	88.5	0	0
Corporation of the County of Brant	91	91	91	100	100	0	0
Township of Centre Wellington	89	87	86	98.9	98.9	0	0
The Corporation of the City of Welland	85	81	59	72.8	80.2	8	9.9
The Corporation of the City of Owen Sound	82	79	78	98.7	100	0	0
Township of King	80	75	69	92	100	1	1.3
City of Pickering	77	65	65	100	100	0	0
City of Kingston	73	73	70	95.9	95.9	0	0
Town of Milton	70	68	66	97.1	98.5	1	1.5
The Corporation of the County of Lambton	62	51	41	80.4	100	1	2
Corporation of the County of Grey	61	66	58	87.9	90.9	0	0
Owen Sound Police Service	61	61	50	82	82	0	0
County of Simcoe - General Government	59	52	49	94.2	100	1	1.9
The Regional Municipality of Halton	59	50	47	94	98	0	0
City of Thorold	59	45	35	77.8	84.4	4	8.9
Town of Newmarket	58	52	39	75	88.5	1	1.9
Municipality of Lakeshore	52	50	43	86	88	3	6
Township of Russell	50	51	35	68.6	100	0	0
Corporation of the Town of Ajax	49	49	38	77.6	100	0	0
Town of Blind River	47	46	46	100	100	0	0
Kawartha Lakes	46	54	43	79.6	98.1	2	3.7
The Corporation of the Township of Seguin	46	44	43	97.7	100	0	0
The Corporation of the Town of Grimsby	45	46	38	82.6	93.5	0	0
The Corporation of the Town of Aurora	42	42	40	95.2	100	0	0
City of Stratford	41	41	23	56.1	90.2	0	0
The Corporation of Haldimand County	40	40	35	87.5	95	0	0
Corporation of the Town of Ingersoll	39	39	38	97.4	97.4	0	0
Town of Pelham	39	36	32	88.9	100	1	2.8
Town of Wasaga Beach	37	38	31	81.6	89.5	0	0

Response rates (municipal corporations) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
LaSalle Police Service	37	37	36	97.3	100	1	2.7
The Corporation of the City of Quinte West	35	35	34	97.1	100	0	0
The Township of North Dumfries	34	34	33	97.1	97.1	0	0
Township of Leeds and the Thousand Islands	34	33	32	97	100	0	0
Municipality of Clarington	33	39	32	82.1	100	0	0
City of Thunder Bay	33	31	27	87.1	100	0	0
Municipality of Leamington	33	30	26	86.7	93.3	0	0
Township of Oro-Medonte	32	31	28	90.3	93.5	0	0
Corporation of the Municipality of Port Hope	32	30	24	80	100	0	0
The Corporation of the County of Prince Edward	31	31	16	51.6	77.4	4	12.9
County of Dufferin	31	28	25	89.3	100	0	0
Corporation of the Township of Douro-Dummer	30	30	30	100	100	0	0
Corporation of the Town of Kirkland Lake	29	4	4	100	100	0	0
Corporation of the Town of Hawkesbury	28	28	21	75	100	0	0
Municipality of Brighton	28	28	26	92.9	100	0	0
Town of Bradford West Gwillimbury	28	28	26	92.9	100	0	0
Township of Minden Hills	28	28	22	78.6	100	0	0
The Corporation of the Town of Niagara-on-the-Lake	28	25	17	68	76	0	0
Corporation of the Township of Val Rita-Harty	27	27	27	100	100	0	0
Municipality of Centre Hastings	27	27	27	100	100	0	0
The Corporation of the City of Brockville	27	27	18	66.7	74.1	0	0
Corporation of The Town of St. Marys	27	24	21	87.5	100	0	0
Town of Orangeville	27	20	16	80	80	2	10
The Corporation of the Town of Cobourg	26	31	21	67.7	96.8	2	6.5
Town of Halton Hills	26	25	24	96	100	0	0
Town of Amherstburg	26	22	21	95.5	100	0	0
Town of The Blue Mountains	26	14	12	85.7	100	0	0
Municipal Property Assessment Corporation	25	23	21	91.3	95.7	1	4.3
Town of Whitchurch-Stouffville	25	23	19	82.6	100	0	0

Response rates (municipal corporations) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Town of Smiths Falls	24	23	23	100	100	0	0
Northumberland County	24	15	9	60	100	1	6.7
Township of Muskoka Lakes	23	25	21	84	100	0	0
South Frontenac Township	23	23	23	100	100	0	0
The Corporation of the County of Wellington	23	23	21	91.3	100	0	0
Township of Puslinch	23	23	23	100	100	0	0
Township of Uxbridge	23	23	21	91.3	95.7	0	0
The Corporation of the Town of Kingsville	23	22	14	63.6	90.9	1	4.5
Town of Huntsville	23	20	14	70	75	0	0
The Corporation of the Township of Tiny	22	19	16	84.2	100	0	0
City of Port Colborne	22	17	7	41.2	88.2	3	17.6
Township of Scugog	21	22	14	63.6	77.3	0	0
County of Oxford	21	20	19	95	100	0	0
Town of Collingwood	21	20	15	75	100	0	0
Corporation of the Municipality of Tweed	20	20	20	100	100	0	0
Corporation of the Town of Gravenhurst	20	20	18	90	90	0	0
The Corporation of the Town of Bracebridge	20	13	7	53.8	92.3	1	7.7
The Corporation of the Town of Midland	19	19	16	84.2	84.2	0	0
Wollaston	19	19	16	84.2	89.5	0	0
Town of LaSalle	19	12	8	66.7	100	2	16.7
Township of Bonfield	18	18	18	100	100	0	0
The Corporation of the Town of Perth	17	17	10	58.8	100	0	0
Town of Fort Erie	17	16	15	93.8	100	0	0
Town of New Tecumseth	17	15	14	93.3	100	0	0
Municipality of Thames Centre	16	16	12	75	100	0	0
The Corporation of the Municipality of Bluewater	16	14	2	14.3	100	0	0
Municipality of Bayham	15	16	12	75	100	1	6.3
County of Middlesex	15	15	15	100	100	0	0
Municipality of North Middlesex	15	15	15	100	100	0	0
The District Municipality of Muskoka	15	15	13	86.7	86.7	0	0
Township of Tay	15	13	13	100	100	0	0
Township of Wilmot	15	11	5	45.5	54.5	2	18.2

Response rates (municipal corporations) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Municipality of Callander	15	9	7	77.8	77.8	0	0
Town of Saugeen Shores	14	14	4	28.6	92.9	5	35.7
Corporation of the Municipality of Meaford	13	13	11	84.6	84.6	0	0
Corporation of the Township of Brock	13	13	13	100	100	0	0
The Corporation of the Township of Clearview	13	13	13	100	100	0	0
Town of Lincoln	13	13	8	61.5	69.2	1	7.7
Township of Springwater	13	13	10	76.9	100	0	0
Middlesex Centre	13	12	9	75	75	1	8.3
The Corporation of Municipality of Strathroy-Caradoc	13	10	9	90	100	0	0
The Corporation of the County of Essex	12	12	12	100	100	0	0
Town of Carleton Place	12	12	8	66.7	100	0	0
Town of South Bruce Peninsula	12	12	11	91.7	100	0	0
Town of Tecumseh	12	12	5	41.7	58.3	2	16.7
Town of Tillsonburg	12	12	3	25	25	4	33.3
Township of Stone Mills	12	12	8	66.7	91.7	1	8.3
The Corporation of the City of Kenora	12	11	11	100	100	0	0
The Town of Plympton-Wyoming	12	10	10	100	100	0	0
Township of Alnwick/Haldimand	12	9	7	77.8	77.8	2	22.2
City of St. Thomas	11	11	9	81.8	100	0	0
Corporation of the City of Orillia	11	11	7	63.6	100	0	0
Town of Erin	11	11	3	27.3	100	1	9.1
Town of Greater Napanee	11	11	11	100	100	0	0
Town of Kapuskasing	11	11	11	100	100	0	0
United Counties of Leeds and Grenville	11	11	6	54.5	81.8	0	0
United Counties of Prescott and Russell	11	11	9	81.8	90.9	0	0
County of Perth	10	10	10	100	100	0	0
Municipality of Grey Highlands	10	10	9	90	100	0	0
Township of Georgian Bluffs	10	10	9	90	90	0	0
Township of Whitewater Region	10	10	9	90	100	0	0
Township of Woolwich	10	10	3	30	100	4	40
The Township of Ramara	10	7	3	42.9	57.1	1	14.3
The Corporation of the Township of Rideau Lakes	10	5	5	100	100	0	0
The Nation Municipality	9	9	8	88.9	100	0	0

Response rates (municipal corporations) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Township of Beckwith	9	9	9	100	100	0	0
Township of North Shore	9	9	9	100	100	0	0
Township of Severn	9	9	9	100	100	0	0
Town of Parry Sound	9	7	6	85.7	85.7	0	0
Town of Arnprior	8	11	4	36.4	72.7	3	27.3
Lanark county	8	10	6	60	90	3	30
County of Renfrew	8	8	8	100	100	0	0
The Corporation of Loyalist Township	8	8	7	87.5	100	0	0
Township of Stirling-Rawdon	8	8	5	62.5	100	0	0
Corporation of the Township of Lake of Bays	8	7	2	28.6	57.1	5	71.4
Township of Adjala-Tosorontio	8	6	4	66.7	100	0	0
Corporation of the Town of Essex	7	7	6	85.7	100	1	14.3
Corporation of the Township of Georgian Bay	7	7	7	100	100	0	0
County of Huron	7	7	7	100	100	0	0
Municipality of Lambton Shores	7	7	7	100	100	0	0
Town of Mattawa	7	7	7	100	100	0	0
Township of Havelock- Belmont-Methuen	7	7	7	100	100	0	0
Township of Southgate	7	7	7	100	100	0	0
Township of West Lincoln	7	6	6	100	100	0	0
Tay Valley Township	7	5	3	60	100	0	0
Corporation of the Municipality of French River	6	6	4	66.7	100	0	0
County of Hastings	6	6	5	83.3	100	0	0
Heather Scott	6	6	6	100	100	0	0
Municipality of Hastings Highlands	6	6	0	0	83.3	0	0
Municipality of St.-Charles	6	6	5	83.3	83.3	0	0
The Corporation of the Township of Lanark Highlands	6	6	4	66.7	66.7	2	33.3
Town of Bancroft	6	6	6	100	100	0	0
Township of Hamilton	6	6	5	83.3	100	0	0
Township of Madawaska Valley	6	6	4	66.7	83.3	1	16.7
Township of North Stormont	6	6	5	83.3	100	0	0
Township of Wellesley	6	6	6	100	100	0	0
Municipality of Marmora and Lake	6	5	5	100	100	0	0

Response rates (municipal corporations) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Municipality of Trent Hills	6	5	5	100	100	0	0
The Corporation of the Municipality of Kincardine	6	5	4	80	100	0	0
Township of Wainfleet	6	5	5	100	100	0	0
Township of South Stormont	6	4	2	50	100	1	25
Township of Alfred and Plantagenet	5	6	4	66.7	83.3	1	16.7
City of Temiskaming Shores	5	5	5	100	100	0	0
Corporation of the Town of Renfrew	5	5	4	80	100	0	0
County of Lennox & Addington	5	5	5	100	100	0	0
Municipality of Dysart et al	5	5	5	100	100	0	0
Municipality of Whitestone	5	5	4	80	100	0	0
The Corporation of the Township of Guelph/Eramosa	5	5	3	60	100	0	0
Town of Petawawa	5	5	3	60	60	1	20
Township of Greater Madawaska	5	5	3	60	100	0	0
Township of Tyendinaga	5	5	5	100	100	0	0
The Corporation of Town of Minto	5	4	3	75	75	0	0
Corporation of the Town of Iroquois Falls	4	4	4	100	100	0	0
Corporation of the Township of Wellington North	4	4	4	100	100	0	0
Municipalite - East Ferris - Municipality	4	4	4	100	100	0	0
Municipality of Southwest Middlesex	4	4	4	100	100	0	0
The Corporation of the Municipality of Brockton	4	4	4	100	100	0	0
The Corporation of the Town of Petrolia	4	4	4	100	100	0	0
The Corporation of the Township of Carlow/Mayo	4	4	4	100	100	0	0
The Corporation of the Township of North Frontenac	4	4	3	75	100	0	0
The Municipality of Huron Shores	4	4	4	100	100	0	0
Town of Cochrane	4	4	4	100	100	0	0
Township of Asphodel-Norwood	4	4	4	100	100	0	0
Township of Essa	4	4	4	100	100	0	0
Township of South Glengarry	4	4	4	100	100	0	0
The Corporation of the Township of Champlain	4	3	4	133.3	133.3	0	0
Township of Perth South	4	3	3	100	100	0	0
Municipality of North Grenville	3	4	2	50	50	2	50

Response rates (municipal corporations) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Corporation of the Township of Amaranth	3	3	3	100	100	0	0
Municipality of Northern Bruce Peninsula	3	3	3	100	100	0	0
Municipality of South Huron	3	3	2	66.7	100	0	0
The Corporation of the Municipality of Greenstone	3	3	3	100	100	0	0
Town of Hanover	3	3	3	100	100	0	0
Town of Mono	3	3	3	100	100	0	0
Township of Assiginack	3	3	3	100	100	0	0
Township of Emo	3	3	2	66.7	66.7	0	0
Township of McKellar	3	3	3	100	100	0	0
Township of McMurrich/Monteith	3	3	3	100	100	0	0
Township of North Glengarry	3	3	3	100	100	0	0
Township of St. Clair	3	3	3	100	100	0	0
Municipality of Mississippi Mills	3	2	2	100	100	0	0
Township of Elizabethtown-Kitley	3	2	2	100	100	0	0
Township of Adelaide Metcalfe	3	1	1	100	100	0	0
Municipality of Trent Lakes	2	3	3	100	100	0	0
Township of Hornepayne	2	3	2	66.7	100	0	0
Corporation of the City of Dryden	2	2	2	100	100	0	0
Corporation of the Township of Algonquin Highlands	2	2	2	100	100	0	0
Corporation of the Township of East Garafraxa	2	2	2	100	100	0	0
County of Frontenac	2	2	1	50	100	0	0
Municipality of Central Huron	2	2	1	50	100	0	0
Municipality of McDougall	2	2	2	100	100	0	0
Municipality of West Grey	2	2	2	100	100	0	0
Municipality of the United Townships of Head, Clara and Maria	2	2	2	100	100	0	0
Municipalité de Casselman	2	2	2	100	100	0	0
The Corporation of the Municipality of Shuniah	2	2	2	100	100	0	0
The Corporation of the Town of Goderich	2	2	1	50	100	0	0
Town of Shelburne	2	2	2	100	100	0	0
Town of Smooth Rock Falls	2	2	2	100	100	0	0

Response rates (municipal corporations) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Township of Admaston/Bromley	2	2	2	100	100	0	0
Township of Ashfield-Colborne- Wawanosh	2	2	2	100	100	0	0
Township of Augusta	2	2	2	100	100	0	0
Township of Cavan Monaghan	2	2	2	100	100	0	0
Township of Central Frontenac	2	2	1	50	100	0	0
Township of Faraday	2	2	2	100	100	0	0
Township of Huron-Kinloss	2	2	2	100	100	0	0
Township of Killaloe, Hagarty and Richards	2	2	0	0	100	2	100
Township of Perth East	2	2	1	50	100	1	50
Township of Red Rock	2	2	1	50	50	1	50
Township of Selwyn (formerly Smith-Ennismore-Lakefield)	2	2	2	100	100	0	0
Village of South River	2	2	2	100	100	0	0
County of Elgin	2	1	1	100	100	0	0
Village of Sundridge	2	1	1	100	100	0	0
Township of Enniskillen	1	2	0	0	0	2	100
Corporation of The Town of Aylmer	1	1	1	100	100	0	0
Corporation of the Municipality of Calvin	1	1	1	100	100	0	0
Corporation of the Town of Grand Valley	1	1	1	100	100	0	0
Corporation of the Township of Chapeau	1	1	0	0	100	0	0
Corporation of the Township of Ear Falls	1	1	1	100	100	0	0
Corporation of the Township of Sables-Spanish Rivers	1	1	1	100	100	0	0
County of Bruce	1	1	1	100	100	0	0
InnServices Utilities Inc. - Innpower	1	1	0	0	100	1	100
Municipality of Central Elgin	1	1	0	0	0	0	0
Municipality of South Bruce	1	1	1	100	100	0	0
The Corporation of the Municipality of Dutton/Dunwich	1	1	1	100	100	0	0
The Corporation of the Municipality of West Perth	1	1	1	100	100	0	0
The Township of St. Joseph	1	1	0	0	100	0	0
Town of Deep River	1	1	1	100	100	0	0
Town of Gananoque	1	1	1	100	100	0	0

Response rates (municipal corporations) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Town of Hearst	1	1	1	100	100	0	0
Town of Kearney	1	1	1	100	100	0	0
Town of Prescott	1	1	1	100	100	0	0
Township of Chatsworth	1	1	1	100	100	0	0
Township of Drummond-North Elmsley	1	1	1	100	100	0	0
Township of Edwardsburgh/Cardinal	1	1	0	0	100	0	0
Township of Laird	1	1	1	100	100	0	0
Township of Lucan Biddulph	1	1	1	100	100	0	0
Township of Machar	1	1	1	100	100	0	0
Township of Mattice-Val Cote	1	1	1	100	100	0	0
Township of Mulmur	1	1	1	100	100	0	0
Township of Nipissing	1	1	1	100	100	0	0
Township of North Huron	1	1	1	100	100	0	0
Township of North Kawartha	1	1	1	100	100	0	0
Township of Papineau-Cameron	1	1	0	0	100	0	0
Township of Strong	1	1	1	100	100	0	0
Township of Terrace Bay	1	1	0	0	0	0	0
Township of The Archipelago	1	1	1	100	100	0	0
United Counties of Stormont, Dundas and Glengarry	1	1	1	100	100	0	0
Village of Newbury	1	1	1	100	100	0	0
Wellington County Museum and Archives	1	1	1	100	100	0	0
Bonnechere Valley Twp	1	0	0	0	0	0	0
City of Timmins	0	33	13	39.4	100	11	33.3
TOTAL	15,872	15,048	11,851	78.8	86.7	321	2.1

*Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

RESPONSE RATES (MUNICIPAL OTHER)

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
Ottawa Community Housing	583	576	552	95.8	97.4	4	0.7
Toronto Transit Commission	315	274	246	89.8	97.8	11	4
Toronto Community Housing Corporation	153	143	141	98.6	100	0	0
District of Sault Ste. Marie Social Services Administration Board	74	72	70	97.2	100	0	0
District of Nipissing Social Services Administration Board	67	68	68	100	100	0	0
Toronto and Region Conservation Authority	39	29	24	82.8	100	0	0
District of Parry Sound Social Services Administration Board	21	21	21	100	100	0	0
The District of Thunder Bay Social Services Administration Board	21	21	19	90.5	90.5	1	4.8
Lake Simcoe Region Conservation Authority	16	16	11	68.8	100	1	6.3
Central Lake Ontario Conservation Authority	13	13	5	38.5	100	0	0
Nottawasaga Valley Conservation Authority	13	13	13	100	100	0	0
Hydro Ottawa Limited	12	12	12	100	100	0	0
Cochrane District Social Services Administration Board	11	11	11	100	100	0	0
CityHousing Hamilton Corporation	9	9	8	88.9	88.9	0	0
Toronto Hydro-Electric System Limited	9	6	4	66.7	100	0	0
Durham Region Transit	7	6	6	100	100	0	0
Conservation Halton	6	8	7	87.5	100	0	0
Toronto Public Library	6	7	4	57.1	100	1	14.3
Algoma District Services Administration Board	6	6	6	100	100	0	0
Grand River Conservation Authority	6	6	6	100	100	0	0
Niagara Peninsula Conservation Authority	6	4	3	75	100	0	0
Toronto Parking Authority	5	7	1	14.3	100	3	42.9
London Transit Commission	5	5	5	100	100	0	0
Grey Sauble Conservation Authority	5	4	3	75	100	0	0
CreateTO	4	4	2	50	100	1	25
District of Rainy River Services Board	4	4	4	100	100	0	0
Hamilton Region Conservation Authority	4	4	2	50	100	0	0

Response rates (municipal other) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
London & Middlesex Community Housing	4	4	4	100	100	0	0
Otonabee Region Conservation Authority	4	4	2	50	100	0	0
Ottawa Public Library	4	4	4	100	100	0	0
St. Clair Region Conservation Authority	4	4	4	100	100	0	0
Cataraqui Region Conservation Authority	4	3	1	33.3	100	0	0
Hamilton Public Library	4	2	2	100	100	0	0
Alectra Utilities Corporation	3	3	3	100	100	0	0
Sault Ste. Marie Region Conservation Authority	3	3	3	100	100	0	0
Manitoulin-Sudbury District Services Board	3	2	2	100	100	0	0
Rideau Valley Conservation Authority	3	2	1	50	50	0	0
Saugeen Valley Conservation Authority	3	2	1	50	100	0	0
South Nation River Conservation Authority	3	2	1	50	100	0	0
Credit Valley Conservation Authority	2	2	2	100	100	0	0
Enwin Utilities Ltd. (includes Windsor Utilities Commission)	2	2	0	0	100	0	0
Essex Region Conservation Authority	2	2	2	100	100	0	0
Halton Community Housing Corporation	2	2	2	100	100	0	0
Kenora District Services Board	2	2	1	50	100	0	0
Lower Trent Region Conservation Authority	2	2	2	100	100	0	0
Welland Hydro	2	2	2	100	100	0	0
District of Timiskaming Social Services Administration Board	2	1	1	100	100	0	0
Ausable Bayfield Conservation Authority	1	1	1	100	100	0	0
Caledon Public Library	1	1	1	100	100	0	0
Centre Wellington Hydro Ltd	1	1	0	0	100	0	0
Chatham-Kent Public Utilities Commission	1	1	1	100	100	0	0
Conseil scolaire catholique du district des Grandes Rivières (CSCDGR)	1	1	0	0	0	0	0
Crowe Valley Conservation Authority	1	1	1	100	100	0	0
Ganaraska Region Conservation Authority	1	1	1	100	100	0	0

Response rates (municipal other) continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 90 Days	%
GrandBridge Energy Inc.	1	1	1	100	100	0	0
Greater Sudbury Hydro Inc.	1	1	1	100	100	0	0
Kingston and Frontenac Housing Corporation	1	1	1	100	100	0	0
Minaki Local Roads Board	1	1	1	100	100	0	0
Mississippi Valley Conservation Authority	1	1	0	0	100	0	0
NT Holdings Inc.	1	1	1	100	100	0	0
Raisin Region Conservation Authority	1	1	1	100	100	0	0
Synergy North Corporation	1	1	1	100	100	0	0
The Blue Mountains Public Library	1	1	1	100	100	0	0
Toronto Hydro Energy Services Inc.	1	1	0	0	100	0	0
Toronto Seniors Housing	1	1	1	100	100	0	0
Fort Erie Public Library	0	2	2	100	100	0	0
Kawartha Region Conservation Authority	0	1	0	0	100	0	0
TOTAL	1,497	1,420	1,310	92.3	98.2	22	1.5

*Including Notice of Extension, section 20(1) and Notice to Affected Persons, section 21(1). Such notices are used in circumstances where, for example, there is a need to search through a large number of records or consult with one or more people outside the organization.

Health Privacy



Requests by the public under PHIPA

There were 117,595 requests for access to personal health information received in 2024, an 11.8 per cent increase from 2023, when there were 105,163 requests received.

OUTCOME OF REQUESTS COMPLETED*

	Number of requests completed*
Full access provided	108,146
Partial access provided: provisions applied to deny access	233
Partial access provided: no record exists or cannot be found	228
Partial access provided: record outside of PHIPA	5
No access provided: provisions applied to deny access	2,727
No access provided: no record exists or cannot be found	2,496
No access provided: record outside of PHIPA	11
Other completed requests, e.g. withdrawn or never accessed	3,971
TOTAL REQUESTS	117,817
Number of requests that were not accessed following a fee estimate	738
Number of requests denied access in whole or in part where a provision of PHIPA was applied	2,960

**Requests, especially complex ones, may have more than one outcome disposition. For example, some of the records responsive to a request may be partially accessed with provisions applied while others may not exist or cannot be found. Such a request has multiple outcomes and therefore could be counted more than once in this table. Thus, the total of this table may be greater than the total number of requests completed.*

TOTAL FEES COLLECTED AND WAIVED AND AVERAGE COST PER ACCESS REQUEST

Total fees collected	\$1,721,761.43
Total fees waived	\$803,541.87
Average cost per access request	\$14.86

PHIPA response rates

97.5%

30-day

97.6%

Extended

1.9%

Over 30 days

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
Ministry of Health	12,862	12,862	11,502	89.4	90.2	1233	9.6
Mackenzie Health - All sites	8,575	8,575	8,574	100	100	0	0
The Hospital for Sick Children	7,656	7,656	7,650	99.9	100	1	0
Quinte Health Care	6,426	6,426	6,426	100	100	0	0
St. Joseph's Health Care London	4,703	4,703	4,694	99.8	99.9	3	0.1
Sault Area Hospital	4,293	4,293	4,293	100	100	0	0
Thunder Bay Regional Health Sciences Centre	3,584	3,584	3,584	100	100	0	0
St. Joseph's Healthcare Hamilton	2,944	2,182	2,155	98.8	98.9	21	1
Oak Valley Health	2,899	2,899	2,893	99.8	99.8	0	0
Royal Victoria Regional Health Centre	2,375	2,375	2,375	100	100	0	0
Humber River Hospital	2,163	2,081	2,081	100	100	0	0
Health Sciences North	2,111	2,111	2,111	100	100	0	0
Unity Health Toronto	2,041	1,975	1,974	99.9	100	1	0.1
Trillium Health Partners	1,887	1,887	1,877	99.5	99.5	10	0.5
Sunnybrook Health Sciences Centre	1,857	1,857	1,672	90	90	185	10
Southlake Regional Health Centre	1,801	1,801	1,801	100	100	0	0
North Bay Regional Health Centre	1,673	1,673	1,673	100	100	0	0
William Osler Health System	1,660	1,660	1,658	99.9	99.9	2	0.1
London Health Sciences Centre	1,581	1,581	1,423	90	91.5	124	7.8
The Ottawa Hospital	1,562	1,562	1,343	86	86.9	199	12.7
The University Health Network	1,487	734	645	87.9	87.9	89	12.1
Halton Healthcare Services Corporation	1,473	1,473	1,473	100	100	0	0
Ontario Health atHome	1,451	1,504	1,466	97.5	99.2	13	0.9
Lakeridge Health	1,435	1,435	1,417	98.7	99.5	0	0
Hôpital Général de Hawkesbury & District General Hospital	1,285	1,285	1,273	99.1	99.1	12	0.9

PHIPA response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
Toronto Paramedic Services	1,237	1,237	1,237	100	100	0	0
Brant Community Health Systems	1,218	1,218	1,218	100	100	0	0
Grand River Hospital	1,179	1,179	1,126	95.5	95.5	53	4.5
Windsor Regional Hospital	1,135	1,135	1,132	99.7	100	0	0
Centre for Addiction and Mental Health (CAMH)	1,132	1,132	1,132	100	100	0	0
Kingston Health Sciences Centre	1,069	1,069	1,069	100	100	0	0
Pembroke Regional Hospital	1,043	1,043	1,026	98.4	99.5	0	0
Scarborough Health Network	934	900	899	99.9	100	0	0
Hamilton Health Sciences	804	804	799	99.4	100	0	0
Guelph General Hospital	798	798	798	100	100	0	0
Brightshores Health System	786	786	786	100	100	0	0
Niagara Health System	770	770	763	99.1	99.4	5	0.6
City of Ottawa - Paramedics	707	713	710	99.6	99.6	3	0.4
Sinai Health	685	685	685	100	100	0	0
Women's College Hospital	680	680	679	99.9	100	0	0
Royal Ottawa Health Care Group	677	677	664	98.1	99.7	0	0
Chatham-Kent Health Alliance	642	638	638	100	100	0	0
The Regional Municipality of Peel - Peel Regional Paramedic Services	602	602	602	100	100	0	0
Hôtel Dieu Grace Healthcare	598	598	543	90.8	100	0	0
York Region - Paramedic Services	588	588	588	100	100	0	0
University of Waterloo	581	581	579	99.7	100	2	0.3
Erie Shores HealthCare	537	537	534	99.4	99.4	0	0
Children's Hospital of Eastern Ontario	487	391	367	93.9	93.9	24	6.1
Cornwall Community Hospital	487	473	470	99.4	99.8	0	0
The Corporation of the County of Essex	448	448	448	100	100	0	0
Peterborough Regional Health Centre	433	433	432	99.8	100	0	0
Cambridge Memorial Hospital	403	403	403	100	100	0	0
Homewood Health Centre Inc.	393	393	393	100	100	0	0
Lennox & Addington County General Hospital	375	375	375	100	100	0	0
Parkdale Queen West Community Health Centre	342	342	236	69	69	106	31
Timmins & District Hospital	339	339	339	100	100	0	0
Joseph Brant Hospital	335	335	306	91.3	91.3	29	8.7

PHIPA response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
Central East Local Health Integration Network	323	323	319	98.8	99.1	3	0.9
Brockville General Hospital	321	321	321	100	100	0	0
North York General Hospital	318	318	316	99.4	99.4	2	0.6
Queensway Carleton Hospital	311	311	309	99.4	99.4	2	0.6
Durham Region Health Department	273	273	266	97.4	97.8	6	2.2
Middlesex London Paramedic Service	260	260	260	100	100	0	0
Windsor-Essex County Health Unit	258	258	258	100	100	0	0
CMHA Thames Valley Addictions & Mental Health Services	247	247	245	99.2	99.2	2	0.8
Shouldice Hospital	247	247	247	100	100	0	0
Orillia Soldiers' Memorial Hospital	243	243	243	100	100	0	0
St. Joseph's Care Group	237	237	233	98.3	100	0	0
Bluewater Health	232	232	4	1.7	1.7	0	0
Michael Garron Hospital	228	228	225	98.7	100	0	0
Hôpital Montfort	223	223	223	100	100	0	0
Woodstock Hospital	218	218	218	100	100	0	0
Headwaters Health Care Centre	216	216	216	100	100	0	0
Home and Community Care Support Services - Hamilton Niagara Haldimand Brant	212	212	203	95.8	100	9	4.2
Holland Bloorview Kids Rehabilitation Hospital	204	207	202	97.6	97.6	5	2.4
Georgian Bay General Hospital	198	198	198	100	100	0	0
Simcoe County Paramedic Services	195	195	191	97.9	97.9	4	2.1
University of Western Ontario	185	185	178	96.2	96.2	7	3.8
Home and Community Care Support Services Champlain	183	183	174	95.1	100	0	0
Toronto Public Health	174	174	148	85.1	100	0	0
St. Thomas Elgin General Hospital	168	168	168	100	100	0	0
Geraldton District Hospital	166	166	166	100	0	0	0
Nipigon District Memorial Hospital	161	161	161	100	100	0	0
Collingwood General and Marine Hospital	154	154	154	100	100	0	0
Home and Community Care Support Services South West	153	153	151	98.7	100	0	0
Halton Region Paramedic Services	152	152	151	99.3	100	0	0
Humber College Institute of Technology and Advanced Learning	145	114	113	99.1	99.1	1	0.9

PHIPA response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
Hornepayne Community Hospital	144	144	144	100	100	0	0
Ross Memorial Hospital	142	142	142	100	0	0	0
Stratford General Hospital Site	142	142	142	100	100	0	0
Middlesex Hospital Alliance Strathroy Hospital	141	141	138	97.9	97.9	3	2.1
Kinark Child and Family Services	137	137	137	100	100	0	0
Waypoint Centre for Mental Health Care	135	135	134	99.3	100	0	0
Central Local Health Integration Network	131	131	131	100	100	0	0
Muskoka Algonquin Healthcare	129	129	129	100	100	0	0
County of Brant - Ambulance Service	125	125	125	100	100	0	0
Campbellford Memorial Hospital	124	117	114	97.4	97.4	3	2.6
Northumberland Hills Hospital	121	121	121	100	100	0	0
Kirkland and District Hospital	118	118	118	100	100	0	0
West Nipissing General Hospital	117	117	117	100	100	0	0
Home and Community Care Support Services Central West	113	113	112	99.1	100	0	0
Riverside Health Care	113	113	113	100	100	0	0
Runnymede Healthcare Centre	109	109	109	100	100	0	0
County of Oxford - EMS	108	108	105	97.2	98.1	2	1.9
ORNGE	108	108	106	98.1	98.1	2	1.9
Norfolk General Hospital	100	100	95	95	100	0	0
Alexandra Marine and General Hospital	99	99	99	100	100	0	0
Home and Community Care Support Services - Erie St. Clair	99	99	99	100	100	0	0
Bruyere Continuing Care	94	94	92	97.9	100	0	0
Ontario Shores Centre for Mental Health Sciences	92	92	87	94.6	94.6	5	5.4
St. Mary's General Hospital	91	91	91	100	100	0	0
Home and Community Support Services Waterloo Wellington	90	90	88	97.8	100	0	0
City of Greater Sudbury - Paramedic Services	83	83	83	100	100	0	0
Lake of the Woods District Hospital	79	79	79	100	100	0	0
North East Local Health Integration Network	78	78	76	97.4	100	0	0
South Bruce Grey Health Centre	71	71	71	100	100	0	0
Red Lake Margaret Cochenour Memorial Hospital	68	68	68	100	100	0	0

PHIPA response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
South East Local Health Integration Network	68	68	65	95.6	97.1	2	2.9
Home and Community Care Support Services Mississauga Halton	65	65	65	100	100	0	0
Ministry of Long-Term Care	64	64	32	50	67.2	6	9.4
Peel District School Board	63	63	63	100	100	0	0
Tillsonburg District Memorial Hospital	63	63	63	100	100	0	0
Providence Care - Hospital	60	60	60	100	100	0	0
Perth and Smiths Falls District Hospital	59	59	59	100	100	0	0
Stevenson Memorial Hospital	59	59	59	100	100	0	0
Renfrew Victoria Hospital	58	58	58	100	100	0	0
Services de santé de Chapleau Health Services	56	56	56	100	100	0	0
Toronto Central Local Health Integration Network	56	56	56	100	100	0	0
Brock University	55	55	54	98.2	98.2	1	1.8
Hôpital Notre-Dame Hospital Hearst	55	55	55	100	100	0	0
Wilfrid Laurier University	55	55	55	100	100	0	0
Hanover & District Hospital	54	54	54	100	100	0	0
Lady Minto Hospital	54	54	54	100	100	0	0
Four Counties Health Services	53	53	45	84.9	84.9	8	15.1
Lakehead University (Student Health & Wellness)	53	53	53	100	100	0	0
Durham College	52	52	52	100	100	0	0
Atikokan General Hospital	51	51	51	100	100	0	0
Weeneebayko Area Health Authority	51	51	47	92.2	100	4	7.8
Winchester District Memorial Hospital	51	51	51	100	100	0	0
Dryden Regional Health Centre	50	50	49	98	100	0	0
Lanark County Mental Health	50	50	50	100	100	0	0
St. Joseph's General Hospital Elliot Lake	50	50	50	100	100	0	0
Toronto Metropolitan University	50	50	50	100	100	0	0
North of Superior Healthcare Group	48	48	48	100	100	0	0
Seneca Polytechnic	47	47	44	93.6	93.6	3	6.4
Manitoulin Health Centre	44	44	44	100	100	0	0
City of Toronto – Long-Term Care Homes & Services	42	42	42	100	100	0	0
Kingston, Frontenac, Lennox and Addington Public Health	41	41	41	100	100	0	0

PHIPA response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
Sensenbrenner Hospital	41	41	41	100	100	0	0
Temiskaming Hospital	41	41	31	75.6	75.6	10	24.4
County of Renfrew	40	40	40	100	100	0	0
North Eastern Ontario Family and Children's Services	40	40	37	92.5	100	0	0
Brant County Health Unit	38	38	38	100	100	0	0
Rideauwood Addiction and Family Services	38	38	35	92.1	94.7	2	5.3
St. Joseph's Health Centre Guelph	38	38	38	100	100	0	0
Child and Parent Resource Institute (CPRI)	37	36	36	100	100	0	0
Kemptville District Hospital	36	36	36	100	100	0	0
Kawartha Lakes	35	35	35	100	100	0	0
Alexandra Hospital	34	34	34	100	100	0	0
Sante Manitouwadge Health	33	33	33	100	100	0	0
Anson General Hospital	32	32	32	100	100	0	0
South Huron Hospital	32	32	32	100	100	0	0
Carleton Place and District Memorial Hospital	31	31	31	100	100	0	0
The District Municipality of Muskoka (Ambulance)	31	28	28	100	100	0	0
West Haldimand General Hospital	31	31	30	96.8	100	0	0
North Shore Health Network	28	28	26	92.9	100	0	0
Northumberland Paramedics	28	28	28	100	100	0	0
EHN Bellwood Toronto	27	94	94	100	100	0	0
Providence Care - Community Services	27	27	27	100	100	0	0
Simcoe County - LTC Homes	27	27	27	100	100	0	0
Almonte General Hospital / Fairview Manor	26	26	26	100	100	0	0
North West Local Health Integration Network	26	26	26	100	100	0	0
St. Joseph's Villa	26	26	26	100	100	0	0
Hamilton Paramedic Service	25	25	25	100	100	0	0
Casey House Hospital	24	24	24	100	100	0	0
Emergency Services/United Counties of Prescott and Russell	24	24	24	100	100	0	0
Hôpital de Mattawa Hospital	24	24	24	100	100	0	0
Hôtel-Dieu Shaver Health and Rehabilitation Centre	24	24	24	100	100	0	0

PHIPA response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
Norfolk County - EMS	24	24	24	100	100	0	0
United Counties of Leeds and Grenville Paramedic Service	24	24	24	100	100	0	0
City of Thunder Bay - Superior North EMS	23	23	22	95.7	95.7	1	4.3
Wingham and District Hospital	23	23	23	100	100	0	0
Brant Community Healthcare System	22	22	22	100	100	0	0
North Simcoe Muskoka Local Health Integration Network	22	22	22	100	100	0	0
Children's Mental Health of Leeds & Grenville	21	21	21	100	100	0	0
Lady Dunn Health Centre	21	21	21	100	100	0	0
Regional Municipality of Waterloo/ Paramedic Services	21	21	21	100	100	0	0
Maltby Centre	20	20	18	90	90	2	10
North Bay Parry Sound District Health Unit	20	20	20	100	100	0	0
Huronview Home for the Aged	19	19	19	100	100	0	0
Bruce County - Homes	18	18	18	100	100	0	0
Deep River and District Hospital	18	18	18	100	100	0	0
Family and Children's Services Niagara	17	17	17	100	100	0	0
Algoma Public Health	16	16	16	100	100	0	0
Ontario Agency for Health Protection and Promotion	15	15	15	100	100	0	0
The Conestoga College Institute of Technology and Advanced Learning	15	15	15	100	100	0	0
Upper Canada DSB	15	15	15	100	100	0	0
Algoma District Services Administration Board	14	14	13	92.9	100	0	0
Canadian Mental Health Association Niagara Branch	13	13	12	92.3	92.3	1	7.7
Georgian College	13	13	12	92.3	100	0	0
City of Ottawa Long Term Care Homes	12	12	8	66.7	66.7	3	25
Community Care Durham	12	12	12	100	100	0	0
Hamilton Public Health	12	12	11	91.7	100	0	0
Linck Child, Youth and Family Supports	12	12	12	100	100	0	0
York Region - Long-Term Care	12	12	10	83.3	83.3	2	16.7
County of Frontenac	11	11	11	100	100	0	0
Halton Region Board of Health (MOH)	11	11	11	100	100	0	0

PHIPA response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
Toronto Grace Health Centre	11	11	11	100	100	0	0
County of Elgin - Ambulance	10	10	10	100	100	0	0
St. Joseph's Continuing Care Centre of Sudbury	10	10	10	100	100	0	0
WoodGreen Community Services	10	10	10	100	100	0	0
Canadian Mental Health Association Fort Frances Branch	9	9	9	100	100	0	0
Huronlea Home for the Aged	9	9	9	100	100	0	0
St. Mary's Memorial Hospital Site	9	9	9	100	100	0	0
Cochrane District Social Services Administration Board	8	8	8	100	100	0	0
Public Health Sudbury & Districts	8	8	8	100	100	0	0
Seaforth Community Hospital Site	8	8	8	100	100	0	0
West Parry Sound Health Centre	8	8	8	100	100	0	0
Bingham Memorial Hospital	7	7	7	100	100	0	0
Haldimand County Emergency Services Division	7	7	7	100	100	0	0
Haldimand War Memorial Hospital	7	7	7	100	100	0	0
Halton Catholic District School Board	7	7	4	57.1	57.1	3	42.9
Mohawk College	7	7	7	100	100	0	0
Peterborough Public Health	7	7	7	100	100	0	0
Pioneer Manor	7	7	7	100	100	0	0
Villa St Gabriel Villa	7	7	7	100	100	0	0
County of Oxford - Woodingford Lodge	6	6	6	100	100	0	0
District of Rainy River Services Board	6	6	6	100	100	0	0
Grey Bruce Public Health	6	6	6	100	100	0	0
Kenora District Services Board	6	23	22	95.7	95.7	1	4.3
Leeds, Grenville & Lanark District Health Unit	6	6	6	100	100	0	0
Providence Care - Providence Manor	6	6	6	100	100	0	0
Southwestern Public Health	6	5	5	100	100	0	0
St. Joseph's Continuing Care Centre	6	6	6	100	100	0	0
St. Lawrence College of Applied Arts and Technology	6	6	5	83.3	83.3	1	16.7
Wellington Dufferin Guelph Public Health	6	6	6	100	100	0	0
District of Sault Ste. Marie Social Services Administration Board	5	5	5	100	100	0	0

PHIPA response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
District of Timiskaming Social Services Administration Board	5	5	5	100	100	0	0
Middlesex-London Health Unit	5	5	5	100	100	0	0
Regional Municipality of Durham – Long-Term Care Homes	5	5	4	80	100	0	0
Regional Municipality of Waterloo/Sunnyside Home	5	5	5	100	100	0	0
The Regional Municipality of York – Public Health	5	5	5	100	100	0	0
Valoris pour enfants et adultes de Prescott-Russell	5	5	3	60	60	2	40
Confederation College	4	4	4	100	100	0	0
Counselling Centre of East Algoma	4	4	3	75	100	0	0
Eastern Ontario Health Unit	4	4	4	100	100	0	0
Halton District School Board	4	4	4	100	100	0	0
Student Health Services, University of Windsor	4	4	4	100	100	0	0
University of Waterloo – Centre for Mental Health Research	4	4	4	100	100	0	0
University of Waterloo – Optometry	4	4	4	100	100	0	0
Victoria Village Inc.	4	4	4	100	100	0	0
York Region – Early Intervention Services	4	4	4	100	100	0	0
Bayshore HealthCare	3	3	2	66.7	133.3	1	33.3
Bayshore Healthcare Solutions	3	3	3	100	100	0	0
Canadian Mental Health Association – Hastings Prince Edward	3	3	3	100	100	0	0
Compass Boussole	3	3	3	100	100	0	0
Contact Niagara for Children's and Developmental Services	3	3	3	100	100	0	0
County of Elgin – Homes	3	3	3	100	100	0	0
The District Municipality of Muskoka (Long-term Care)	3	3	3	100	100	0	0
The Regional Municipality of York-Seniors Services (Adult Day Program)	3	3	3	100	100	0	0
Timmins Academic Family Health Team	3	3	3	100	100	0	0
Trent University	3	3	3	100	100	0	0
Carleton University	2	2	2	100	100	0	0
Clinton Public Hospital Site	2	2	2	100	100	0	0
Englehart and District Hospital	2	2	2	100	100	0	0

PHIPA response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Extended Compliance %*	Over 30 Days	%
Halton Region – Post Inn Village Home for the Aged	2	2	1	50	50	1	50
Hastings Prince Edward Public Health	2	2	2	100	100	0	0
Hopital Smooth Rock Falls Hospital	2	2	2	100	100	0	0
Northwestern Health Unit	2	1	1	100	100	0	0
Renfrew County and District Health Unit	2	2	2	100	100	0	0
Cedar Centre	1	1	1	100	100	0	0
Central Toronto Youth Services	1	1	1	100	100	0	0
County of Middlesex	1	1	1	100	100	0	0
Halton Region – Allendale Village Home for the Aged	1	1	1	100	100	0	0
Huron Perth Public Health	1	1	1	100	100	0	0
Nipissing University – Student Services	1	1	1	100	100	0	0
Student Affairs Office within the Faculty of Medicine (University of Ottawa)	1	1	1	100	100	0	0
Student Counselling Centre, University of Windsor	1	1	1	100	100	0	0
The Corporation of the County of Lambton – Long-Term Care	1	1	1	100	100	0	0
The Regional Municipality of Peel – Public Health	1	1	1	100	100	0	0
University of Ottawa Heart Institute	1	1	1	100	100	0	0
TOTAL	117,595	115,886	112,979	97.5	97.6	2,225	1.9

Privacy breaches under PHIPA

There were 11,970 breaches of privacy to personal health information reported in 2024, an 11.1 per cent increase compared to 2023, when 10,770 breaches were reported.

TOTAL BREACHES BY HEALTH INFORMATION CUSTODIAN (HIC) TYPE OR CORONER*

Type of HIC	Number of breaches	%
Hospitals: (A person who operates one of the following facilities): Hospital within the meaning of the Public Hospitals Act; Private hospital within the meaning of the Private Hospitals Act; Psychiatric facility within the meaning of the Mental Health Act	7,201	60.2
A person who operates a pharmacy within the meaning of the Drug and Pharmacies Regulation Act	1,270	10.6
A person who operates a centre, program or service for community health or mental health whose primary purpose is the provision of health care	806	6.7
Health care practitioner or a person who operates a group practice of health care practitioners	699	5.8
A Local Health Integration Network (LHIN)	646	5.4
The Ontario Agency for Health Protection and Promotion	410	3.4
A person who operates an independent health facility within the meaning of the Independent Health Facilities Act	303	2.5
A medical officer of health of a board of health within the meaning of the Health Protection and Promotion Act	150	1.3
A person who operates an ambulance service within the meaning of the Ambulance Act	139	1.2
A service provider within the meaning of the Home Care and Community Services Act, 1994 who provides a community service within the meaning of that act. A service provider is a health information custodian in connection with the provision of any community service within the meaning of Home Care and Community Services Act, 1994, regardless of whether a particular community service is publicly funded.	125	1
A person who operates a long-term care home within the meaning of the Long-Term Care Homes Act, 2007 or a care home within the meaning of the Residential Tenancies Act, 2006	96	0.8
A coroner to whom the prescribed organization provides personal health information under subsection 55.9.1 (1) of PHIPA	58	0.5
Ontario Air Ambulance Services Corporation	29	0.2
A person who operates a laboratory or a specimen collection centre as defined in section 5 of the Laboratory and Specimen Collection Centre Licensing Act	29	0.2
Minister of Health and Long-Term Care together within the Ministry of the Minister if the context so requires	5	0
A person who operates a retirement home within the meaning of the Retirement Homes Act, 2010	4	0
TOTAL	11,970	100

* Coroners are not HICs under PHIPA

STOLEN PERSONAL HEALTH INFORMATION

	Number of breaches by source of theft	%
Theft was by a stranger	44	83.02
Theft was by an internal party (e.g. employee, affiliated health practitioner or electronic service provider)	9	16.98
TOTAL	53	100

	Number of breaches by type of theft	%
Theft was the result of a ransomware attack	2	3.77
Theft was the result of another type of cyberattack	13	24.53
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was stolen	2	3.77
Paper records were stolen	18	33.96
Theft was a result of something else, by someone else or other items were stolen	18	33.96
TOTAL	53	100

LOST PERSONAL HEALTH INFORMATION

	Number of breaches	%
Loss was the result of a ransomware attack	1	0.31
Loss was the result of another type of cyberattack	0	0
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was lost	8	2.45
Paper records were lost	290	88.96
Loss was a result of something else or other items were lost	27	8.28
TOTAL	326	100

UNAUTHORIZED USE

	Number of breaches	%
Unauthorized use was through electronic systems	943	75.2
Unauthorized use was through paper records	189	15.07
Unauthorized use through other means	122	9.73
TOTAL	1,254	100

UNAUTHORIZED DISCLOSURE

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	5,055	49.81
Unauthorized disclosure was through misdirected emails	979	9.66
Unauthorized disclosure was through other means	4,107	40.53
TOTAL	10,141	100

COLLECTED WITHOUT AUTHORITY BY THE ELECTRONIC HEALTH RECORD (EHR)

	Number of breaches	%
TOTAL	196	100

NUMBER OF INDIVIDUALS AFFECTED

	Stolen Personal Health Information		Lost Personal Health Information		Used Without Authority		Disclosed Without Authority		Collected Without Authority By the EHR		Total	
		%		%		%		%		%		%
One individual	25	46.3	283	86.81	680	54.23	8891	87.68	171	87.24	10,050	83.95
2 to 10 individuals	9	16.67	24	7.36	195	15.55	841	8.3	17	8.67	1,086	9.08
11 to 50 individuals	8	14.81	13	3.99	154	12.28	221	2.18	2	1.02	398	3.33
51 to 100 individuals	5	9.26	2	0.61	9	0.72	67	0.66	1	0.51	84	0.7
Over 100 individuals	6	11.11	4	1.23	216	17.22	121	1.19	5	2.55	352	2.94
TOTAL	53	100	326	100	1,254	100	10,141	100	196	100	11,970	100

Part X of the *Child, Youth and Family Services Act*



Requests by the public under Part X of the CYFSA

In 2024, service providers subject to Part X of the CYFSA received 11,169 requests for personal information, an increase of close to 2 per cent from 2023, when 10,952 requests were received.

RESPONSE RATES

75.2%

30-day

15.4%

Extended

9.4%

Over 30 days

	Requests Received	Requests Completed	Within 30 Days	%	Over 30 Days with an extension	%	Over 30 Days without an extension	%
Peel Children's Aid Society	964	964	946	98.1	10	1	8	0.8
Durham Children's Aid Society	907	889	777	87.4	30	3.4	82	9.2
Children and Family Services for York Region	797	801	759	94.8	16	2	26	3.2
Family and Children's Services Niagara	729	729	604	82.9	110	15.1	15	2.1
Children's Aid Society of Toronto	610	333	271	81.4	0	0	62	18.6
Highland Shores Children's Aid Society	542	539	490	90.9	49	9.1	0	0
Children's Aid Society of London and Middlesex	482	377	139	36.9	182	48.3	56	14.9
Hamilton Child and Family Supports	454	463	259	55.9	203	43.8	1	0.2
Catholic Children's Aid Society of Toronto	389	388	250	64.4	22	5.7	116	29.9
Child and Family Services of Grand Erie	372	372	211	56.7	160	43	1	0.3
The Children's Aid Society of Ottawa	359	359	355	98.9	4	1.1	0	0
Family and Children's Services of the Waterloo Region	347	335	306	91.3	29	8.7	0	0

Response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Over 30 Days with an extension	%	Over 30 Days without an extension	%
Family and Children's Services of Lanark, Leeds and Grenville	346	320	190	59.4	40	12.5	90	28.1
Windsor-Essex Children's Aid Society	283	172	134	77.9	38	22.1	0	0
Children's Aid Society of Algoma	263	223	98	43.9	112	50.2	13	5.8
Hamilton Catholic Children's Aid Society	226	196	147	75	49	25	0	0
Halton Children's Aid Society	225	212	70	33	126	59.4	16	7.5
Kawartha Haliburton Children's Aid Society	202	151	82	54.3	32	21.2	37	24.5
Children's Aid Society of Stormont, Dundas and Glengarry	196	163	88	54	26	16	49	30.1
The Children's Aid Society of Oxford County	188	172	143	83.1	26	15.1	3	1.7
Jewish Family and Child Service of Greater Toronto	150	96	48	50	48	50	0	0
Bruce Grey Child and Family Services	142	132	43	32.6	57	43.2	32	24.2
Dnaagdawenmag Binnoojiiyag Child and Family Services	140	102	44	43.1	1	1	57	55.9
Ogwadenideo	140	140	106	75.7	5	3.6	29	20.7
The Children's Aid Society of The District of Thunder Bay	139	139	97	69.8	7	5	35	25.2
Valoris pour enfants et adultes de Prescott-Russell	134	130	108	83.1	0	0	22	16.9
The Children's Aid Society of the Districts of Sudbury and Manitoulin	126	126	117	92.9	8	6.3	1	0.8
Family and Children Services of Guelph and Wellington County	125	138	79	57.2	3	2.2	56	40.6
North Eastern Ontario Family and Children's Services	115	115	73	63.5	19	16.5	23	20
Children's Centre Thunder Bay	96	96	94	97.9	1	1	1	1
Kina Gbezhgomi Child and Family Services	92	92	73	79.3	12	13	7	7.6
Linck Child, Youth and Family Supports	90	69	42	60.9	0	0	27	39.1
Family and Children's Services - County of Renfrew	89	89	46	51.7	30	33.7	13	14.6
Family and Children's Services of St. Thomas and Elgin	89	86	51	59.3	35	40.7	0	0
Sarnia Lambton Children's Aid Society	77	64	52	81.3	0	0	12	18.8

Response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Over 30 Days with an extension	%	Over 30 Days without an extension	%
Family and Children's Services of Frontenac, Lennox and Addington	64	64	13	20.3	0	0	51	79.7
Kenora-Rainy River Districts Child and Family Services	61	61	57	93.4	0	0	4	6.6
Huron-Perth Children's Aid Society	57	48	21	43.8	21	43.8	6	12.5
Lutherwood O/A Starling Community Services	35	6	0	0	6	100	0	0
Reach Out Centre for Kids	33	33	33	100	0	0	0	0
Weechi-it-te-win Family Services	32	32	28	87.5	4	12.5	0	0
Dufferin Child and Family Services	31	22	14	63.6	8	36.4	0	0
FIREFLY - Physical, Emotional, Developmental, and Community Services	29	29	28	96.6	1	3.4	0	0
Dilico Anishinabek Family Care	26	26	4	15.4	17	65.4	5	19.2
Children's Aid Society of the District of Nipissing and Parry Sound	22	15	2	13.3	12	80	1	6.7
Children's Mental Health of Leeds and Grenville	21	21	21	100	0	0	0	0
Crossroads Children's Mental Health Centre	16	16	16	100	0	0	0	0
Haldimand-Norfolk R.E.A.C.H.	15	15	15	100	0	0	0	0
Algonquin Child and Family Services o/a Hands TheFamilyHelpNetwork.ca	14	11	11	100	0	0	0	0
Nogdawindamin Family and Community Services	13	13	4	30.8	7	53.8	2	15.4
Catholic Family Services of Toronto	11	11	4	36.4	0	0	7	63.6
Native Child and Family Services of Toronto	11	11	2	18.2	8	72.7	1	9.1
Connections Early Years Family Centre	7	7	7	100	0	0	0	0
Nijjaansinaanik Child and Family Services	7	7	7	100	0	0	0	0
Niagara Children's Centre	6	6	6	100	0	0	0	0
Chimo Youth and Family Services Inc.	5	5	5	100	0	0	0	0
Rosalie Hall	4	4	4	100	0	0	0	0
Woodview Mental Health and Autism Services	4	4	4	100	0	0	0	0

Response rates continued

	Requests Received	Requests Completed	Within 30 Days	%	Over 30 Days with an extension	%	Over 30 Days without an extension	%
Payukotayno: James and Hudson Bay Family Services	3	3	2	66.7	0	0	1	33.3
Pioneer Youth Services	3	3	3	100	0	0	0	0
Abiona Centre	2	2	2	100	0	0	0	0
Anishinaabe Abinoojii Family Services	2	2	0	0	1	50	1	50
Associated Youth Services of Peel	2	2	2	100	0	0	0	0
Covenant House Toronto	2	2	2	100	0	0	0	0
Peterborough Youth Services	2	2	2	100	0	0	0	0
Child Development Resource Connection Peel	1	1	1	100	0	0	0	0
Catholic Family Services of Durham	1	1	1	100	0	0	0	0
Contact Hamilton for Children's and Developmental Services	1	1	1	100	0	0	0	0
St. Lawrence Youth Association	1	1	1	100	0	0	0	0
TOTAL	11,169	10,259	7715	75.2	1575	15.4	969	9.4

REQUESTS* FOR PERSONAL INFORMATION — OUTCOME

	Total
Full access provided	2,054
Partial access provided: provisions applied to deny access	5,541
Partial access provided: no record exists or cannot be found	67
Partial access provided: record is outside of Part X	512
Partial access provided, other reasons	4,473
No access provided: provisions applied to deny access	101
No access provided: no record exists or cannot be found	218
No access provided: record outside of Part X	153
Other completed requests, e.g. withdrawn or never accessed	814
TOTAL REQUESTS	13,933
Total requests where access was denied in whole or in part where a provision of Part X was applied	5,642

*Requests, especially complex ones, may have more than one outcome disposition. For example, some of the records responsive to a request may be partially accessed with provisions applied, while others may not exist or cannot be found. Such a request has multiple outcomes and therefore could be counted more than once in this table. Thus, the total of this table may be greater than the total number of requests completed

PROVISIONS APPLIED TO DENY ACCESS

	Total
Identification of an Individual (not in confidence)	3,232
Identification of an Individual (in confidence)	3,000
Other Acts or Court Order	857
Legal Privilege	456
Frivolous or Vexatious	16
Risk of Harm	66
Proceedings that have not been concluded	93
TOTAL REQUESTS	7,720

Privacy breaches under Part X of CYFSA

Service providers under Part X of the CYFSA experienced 437 privacy breaches in 2024, an increase of 17 per cent from 2023, when there were 374 breaches.

PRIVACY BREACHES BY SERVICE PROVIDER TYPE

	Number of breaches	%
Children's aid society	288	65.9
Indigenous child well-being society	91	20.82
Residential services licensee	5	1.14
Adoption licensee	0	0
Youth justice services	4	0.92
Children's developmental services	2	0.46
Community support services	10	2.29
Ministry of Children, Community and Social Services	0	0
Health information custodian under the Personal Health Information Protection Act	36	8.24
Other	1	0.23
TOTAL	437	100

Privacy breach statistics by type of breach

STOLEN PERSONAL INFORMATION

	Number of breaches by source of theft	%
Theft was by an internal party (e.g. employee, affiliated practitioner or electronic service provider)	0	0
Theft was by a stranger	8	100
TOTAL	8	100

	Number of breaches by type of theft	%
Theft was the result of a ransomware attack	2	25
Theft was the result of another type of cyberattack	1	12.5
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was stolen	1	12.5
Paper records were stolen	4	50
Theft was a result of something else, by someone else or other items were stolen	0	0
TOTAL	8	100

LOST PERSONAL INFORMATION

	Number of breaches	%
Loss was the result of a ransomware attack	0	0
Loss was the result of another type of cyberattack	0	0
Unencrypted portable electronic equipment (e.g. USB keys, laptops) was lost	3	20
Paper records were lost	7	46.67
Loss was a result of something else or other items were lost	5	33.33
TOTAL	15	100

UNAUTHORIZED USE

	Number of breaches	%
Unauthorized use was through electronic systems	58	92.06
Unauthorized use was through paper records	0	0
Unauthorized use through other means	5	7.94
TOTAL	63	100

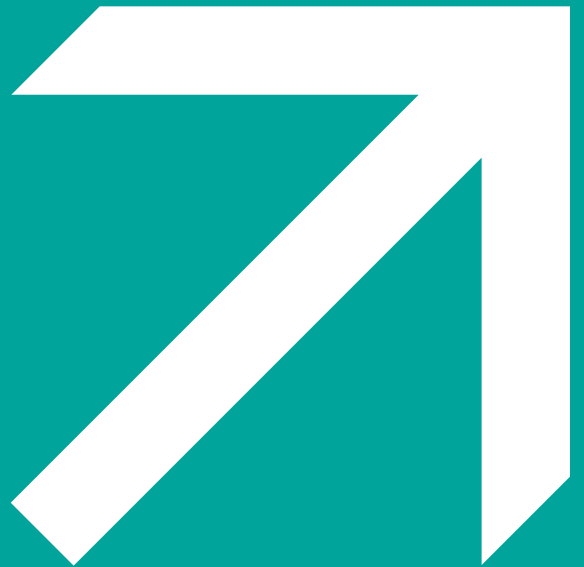
UNAUTHORIZED DISCLOSURE

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	28	7.98
Unauthorized disclosure was through misdirected emails	194	55.27
Unauthorized disclosure was through other means	129	36.75
TOTAL	351	100

NUMBER OF INDIVIDUALS AFFECTED

	Stolen Personal Information		Lost Personal Information		Used Without Authority		Disclosed Without Authority		Total	
		%		%		%		%		%
One individual	3	37.5	5	33.33	9	14.29	218	62.11	235	53.78
2 to 10 individuals	3	37.5	9	60	52	82.54	123	35.04	187	42.79
11 to 50 individuals	1	12.5	1	6.67	1	1.59	8	2.28	11	2.52
51 to 100 individuals	0	0	0	0	0	0	0	0	0	0
Over 100 individuals	1	12.5	0	0	1	1.59	2	0.57	4	0.92
TOTAL	8	100	15	100	63	100	351	100	437	100

IPC Tribunal Statistics



OVERALL OPENED FILES 2020-2024

Year	FIPPA	MFIPPA	PHIPA	CYFSA	Total
2020	923	768	926	151	2,768
2021	736	1,029	993	165	2,923
2022	682	916	884	92	2,574
2023	844	1,121	1,047	137	3,149
2024	919	1,249	1,286	159	3,613

OVERALL CLOSED FILES 2020-2024

Year	FIPPA	MFIPPA	PHIPA	CYFSA	Total
2020	771	569	624	55	2,019
2021	708	1,021	1,079	168	2,976
2022	731	1,066	965	95	2,857
2023	763	1,087	988	129	2,967
2024	779	1,048	1,135	122	3,084

AVERAGE DURATION (IN MONTHS) TO PROCESS AND CLOSE A FILE 2020-2024

Year	Access Appeals	Privacy Files
2020	10.9	7.8
2021	12	7.3
2022	12.5	8.1
2023	10.7	5.9
2024	9.9	5.4

FIPPA / MFIPPA

ACCESS APPEALS OPENED 2024, BY TYPE OF RECORD

	Provincial	%	Municipal	%	Total	%
General records	564	32.6	752	43.3	1,316	76
Personal records	184	10.6	231	13.3	415	24
TOTAL	748	43.2	983	56.8	1,731	100

APPEALS OPENED BY JURISDICTION, 2020-2024

Year	Provincial	Municipal	Total
2020	815	579	1,394
2021	615	791	1,406
2022	561	697	1,258
2023	698	868	1,566
2024	748	983	1,731

ISSUES IN ACCESS APPEALS OPENED 2024

Issues	Total
Exemptions	759
Deemed refusal	226
Reasonable search	183
Third party appeals	178
Act does not apply	156
Other	229
TOTAL	1,731

PROVINCIAL ACCESS APPEALS OPENED/CLOSED 2020-2024

Year	Opened	Closed
2020	815	691
2021	615	579
2022	561	575
2023	698	628
2024	748	609

MUNICIPAL ACCESS APPEALS OPENED/CLOSED 2020-2024

Year	Opened	Closed
2020	579	445
2021	791	777
2022	697	772
2023	868	813
2024	983	822

**Does not include files that were resolved, abandoned, withdrawn, or dismissed without an inquiry during adjudication*

ACCESS APPEALS RESOLVED BY STAGE 2024

Early Resolution	Expedited	Mediation	Adjudication	Total
190	282	645	314	1,431
13.3%	19.7%	45.1%	21.9%	100.0%

MEDIATED APPEALS, BY DISPOSITION 2024

	#	%
Resolved	628	65.4
Partially mediated– proceed to adjudication	189	19.7
No issues mediated – proceed to adjudication	127	13.2
Abandoned	8	0.8
Withdrawn	8	0.8
TOTAL	960	100

OUTCOME OF APPEALS CLOSED BY ORDER 2024*

Outcome	#	%
Head's decision upheld	123	60.3
Head's decision partially upheld	38	18.6
Head's decision not upheld	33	16.2
Perform a duty	6	2.9
Dismissal after representations	2	1
Other	2	1
TOTAL	204	100

**Does not include files that were resolved, abandoned, withdrawn, or dismissed without an inquiry during adjudication*

Privacy

PRIVACY COMPLAINTS, IPC-INITIATED PRIVACY COMPLAINTS, AND SELF-REPORTED BREACHES OPENED 2024

	Provincial	%	Municipal	%	Total	%
Privacy complaint by individual	84	19.3	120	27.6	204	46.9
Reported breach	79	18.2	138	31.7	217	49.9
IPC-initiated privacy complaint	6	1.4	8	1.8	14	3.2
TOTAL	169	38.9	266	61.1	435	100

Jurisdiction	2021	2022	2023	2024
Provincial	8	8	14	7
Cyberattack	4	8	13	6
Ransomware	4	0	1	1
Municipal	13	9	15	19
Cyberattack	10	7	15	12
Ransomware	3	2	0	7
Health	32	29	66	39
Cyberattack	24	21	55	35
Ransomware	8	8	11	4
Child Welfare	3	3	1	2
Cyberattack	2	2	1	2
Ransomware	1	1	0	0
TOTAL	56	49	96	67

PRIVACY COMPLAINTS RESOLVED AT EARLY RESOLUTION AND INVESTIGATION

	Provincial	%	Municipal	%	Total	%
Early Resolution	77	41.2	109	58.3	186	99.5
Investigation	1	0.5		0	1	0.5
TOTAL	78	41.7	109	58.3	187	100

SELF-REPORTED BREACHES AND IPC-INITIATED PRIVACY COMPLAINTS RESOLVED AT EARLY RESOLUTION AND INVESTIGATION

	Provincial	%	Municipal	%	Total	%
Early Resolution	90	43.1	115	55	205	98.1
Investigation	2	1	2	1	4	1.9
TOTAL	92	44	117	56	209	100

TOTAL PRIVACY FILES OPENED (PROVINCIAL/MUNICIPAL) 2020-2024

Year	Provincial	Municipal	Total
2020	113	195	308
2021	121	238	359
2022	121	219	340
2023	146	252	398
2024	169	266	435

TOTAL PRIVACY FILES CLOSED (PROVINCIAL/MUNICIPAL) 2020-2024

Year	Provincial	Municipal	Total
2020	80	124	204
2021	129	244	373
2022	156	294	450
2023	135	274	409
2024	170	226	396

INDIVIDUAL PRIVACY COMPLAINTS CLOSED BY TYPE OF RESOLUTION 2024

	Provincial	%	Municipal	%	Total	%
Screened out	64	34.2	87	46.5	151	80.7
Resolved	10	5.3	12	6.4	22	11.8
Withdrawn	4	2.1	9	4.8	13	7
Abandoned	0	0	1	0.5	1	0.5
TOTAL	78	41.7	109	58.3	187	100

SELF-REPORTED BREACHES AND IPC-INITIATED PRIVACY COMPLAINTS CLOSED BY TYPE OF RESOLUTION 2024

	Provincial	%	Municipal	%	Total	%
Resolved	90	43.1	114	54.5	204	97.6
Investigation report	2	1	2	1	4	1.9
Order/Decision Issued	0	0	1	0.5	1	0.5
TOTAL	92	44	117	56	209	100

Health privacy

TYPES OF HEALTH FILES OPENED 2020-2024

	2020	2021	2022	2023	2024
Access/correction complaint	191	205	180	218	288
Collection/use/disclosure complaint	179	199	163	192	231
IPC-initiated collection/ use/disclosure complaint	42	41	30	47	58
Reported breach	527	535	492	590	709
TOTAL	939	980	865	1,047	1,286

SELF-REPORTED HEALTH PRIVACY BREACHES OPENED BY CAUSE 2024

	2020	2020%	2021	2021%	2022	2022%	2023	2023%	2024	2024%
Snooping	106	20.1	112	20.9	143	29	197	33.4	248	35
Misdirected or lost personal information	216	41	177	33.1	163	33.1	162	27.5	209	29.5
General unauthorized collection, use, disclosure	125	23.7	170	31.8	122	24.7	127	21.5	163	23
Cyberattack*	22	4.2	32	6	29	5.9	66	11.2	39	5.5
Stolen personal information	32	6.1	31	5.8	33	6.7	33	5.6	36	5.1
Lost or stolen mobile devices	12	2.3	9	1.7	0	0	3	0.5	9	1.3
Unsecured records	14	2.7	4	0.7	3	0.6	2	0.3	3	0.4
Other	0	0	0	0	0	0	0	0	2	0.3
TOTAL	527	100	535	100	493	100	590	100	709	100

* 2024: 4 of 39 cyberattacks involved ransomware; 2023: 11 of 66 cyberattacks involved ransomware 2022: 8 of 29 cyberattacks involved ransomware 2021: 8 of 32 cyberattacks involved ransomware 2020: 10 of 22 cyberattacks involved ransomware

SELF-REPORTED HEALTH PRIVACY BREACHES CLOSED BY STAGE AND CAUSE 2024

	Early Resolution	%	Investigation	%	Adjudication	%	Total	%
Snooping	223	35.1%	2	0.3%		0.0%	225	35.4%
Misdirected or Lost PI	192	30.2%		0.0%		0.0%	192	30.2%
General Unauthorized CUD	143	22.5%		0.0%	1	0.2%	144	22.6%
Stolen PI	33	5.2%		0.0%		0.0%	33	5.2%
Cyberattack	21	3.3%	1	0.2%	2	0.3%	24	3.8%
Lost or Stolen Mobile Devices	8	1.3%		0.0%		0.0%	8	1.3%
Unsecured Records	4	0.6%		0.0%		0.0%	4	0.6%
Ransomware	4	0.6%	1	0.2%	1	0.2%	6	0.9%
TOTAL	628	98.7%	4	0.6%	4	0.6%	636	100%

OUTCOME OF HEALTH FILES CLOSED 2020-2024

	2020	2021	2022	2023	2024	Total
Resolved	452	806	745	730	845	3,578
Screened out	50	95	75	114	135	469
Withdrawn	43	87	67	65	78	340
Abandoned	29	59	58	41	36	223
Order/decision issued	52	32	20	32	38	174
Dismissed without order/ decision/inquiry	2	0	0	6	3	11
TOTAL	628	1,079	965	988	1,135	4,795

OUTCOME OF HEALTH FILES CLOSED IN 2024, BY STAGE

	Early Resolution	Expedited	Mediation	Investigation	Adjudication	Total
Resolved	706	76	61		2	845
Screened out	124	11				135
Withdrawn	64		10		4	78
Order/Decision Issued	5		2	6	25	38
Abandoned	30	2	3		1	36
Dismissed without Order/ Decision/Inquiry					3	3
TOTAL	929	90	76	6	34	1,135

CYFSA

CYFSA FILES OPENED BY ISSUE 2024

Issues	2020	2020%	2021	2021%	2022	2022%	2023	2023%	2024	2024%
Reported breach	88	57.5	77	46.7	46	50	62	45.3	67	42.1
Access/correction complaint	31	20.3	64	38.8	27	29.3	47	34.3	56	35.2
Collection/use/ disclosure complaint	27	17.7	24	14.5	17	18.5	27	19.7	34	21.4
IPC Initiated collection/ use/disclosure complaint	7	4.6	0	0	2	2.2	1	0.7	2	1.3
TOTAL	153	100	165	100	92	100	137	100	159	100

SELF-REPORTED CYFSA PRIVACY BREACHES BY CAUSE 2024

	#	%
Misdirected or lost personal information	32	48.5
General unauthorized collection, use, disclosure	19	28.8
Snooping	11	16.7
Cyberattack	2	3
Stolen personal information	1	1.5
Lost or Stolen Mobile Devices	1	1.5
TOTAL	66	100

OUTCOME OF CYFSA FILES CLOSED 2024, BY STAGE

	Early Resolution	Expedited	Mediation	Adjudication	Total
Resolved	59	6	17	1	83
Screened out	15	3			18
Withdrawn	11		2	1	14
Order/Decision Issued	1			4	5
Abandoned	2				2
TOTAL	88	9	19	6	122

From Vision to Impact

Five Years of Privacy and Transparency in a Digital Ontario



2024 Statistical Report



Information and Privacy
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