

COPYRIGHT BOARD OF CANADA

**ANNUAL REPORT
ACCESS TO INFORMATION ACT**

2017-18

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ANNUAL REPORT ACCESS TO INFORMATION ACT FOR REPORTING PERIOD OF APRIL 1, 2017 TO MARCH 31, 2018

1. INTRODUCTION

In accordance with the provisions of section 72 of the *Access to Information Act* (the “*Act*”), the Copyright Board of Canada has prepared its annual report on the administration of this *Act*.

The *Act* extends the laws of Canada to provide a right of access to information in records under the control of a government institution in accordance with the principles that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific, and that decisions on the disclosure of government information should be reviewed independently of government.

The *Act* is intended to complement rather than to replace existing procedures for access to government information and is not intended to limit in any way access to the kind of government information that is normally available to the general public.

The Copyright Board of Canada is an economic regulatory body empowered to establish, either mandatorily or at the request of an interested party, the royalties to be paid for the use of copyrighted works, when the administration of such copyright is entrusted to a collective-administration society. The Board also has the right to supervise agreements between users and licensing bodies and issues licences when the copyright owner cannot be located.

2. ORGANIZATION OF ACCESS TO INFORMATION ACTIVITIES

The administration of the *Act* is the responsibility of the Secretariat of the Board. All requests are received and processed by the Manager of Corporate Services who acts as Access to Information and Privacy coordinator.

3. DELEGATION ORDER

A copy of the delegation order is included with this report.

4. **STATISTICAL REPORT**

The Board received five (5) requests for access to information between April 1, 2017 and March 31, 2018. The Board has incurred costs in the amount of \$23,000 for the administration of the *Act*.

5. **TRAINING ACTIVITIES**

The Access to Information and Privacy coordinator keeps abreast of new development through information communiques received on a regular basis from the Information and Privacy Policy Division of the Chief Information Officer Branch at Treasury Board. However, no formal training was followed by the personnel of the Copyright Board of Canada.

6. **POLICIES, GUIDELINES AND PROCEDURES**

The Board did not implement any new policies, guidelines and procedures during the reporting period.

7. **COMPLAINTS**

Twenty one (21) complaints were registered with the Information Commissioner during the reporting period.

1. Complaint registration date: September 20, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board has claimed an invalid extension of time under the *Access to Information Act*.

Status of complaint: The Copyright Board released the information after the complaint was filed. As a result, the Information Commissioner closed the investigation and found that the complaint was resolved.

2. Complaint registration date: September 20, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board has claimed an invalid extension of time under the *Access to Information Act*.

Status of complaint: The Copyright Board released the information after the complaint was filed. As a result, the Information Commissioner closed the investigation and found that the complaint was resolved.

3. Complaint registration date: September 26, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board has claimed an invalid extension of time under the *Access to Information Act*.

Status of complaint: The Copyright Board released the information after the complaint was filed. As a result, the Information Commissioner closed the investigation and found that the complaint was resolved.

4. Complaint registration date: September 26, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board has claimed an invalid extension of time under the *Access to Information Act*.

Status of complaint: The Copyright Board released the information after the complaint was filed. As a result, the Information Commissioner closed the investigation and found that the complaint was resolved.

5. Complaint registration date: October 19, 2017

Nature of cComplaint: The Information Commissioner has received a complaint in which the complainant alleges that the Copyright Board improperly shared his identity (name and contact information) as a requester.

Status of complaint: The investigation process is underway.

6. Complaint registration date: January 4, 2018

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The complaint was abandoned.

7. Complaint registration date: November 26, 2017

Nature of complaint: The Information Commissioner has received a complaint in which the complainant alleges that records should exist in response to the request made to the Copyright Board under the *Access to Information Act*.

Status of complaint: The complaint was abandoned.

8. Complaint registration date: November 22, 2017

Nature of complaint: The Information Commissioner has received a complaint in which the complainant alleges that records should exist in response to the request made to the Copyright Board under the *Access to Information Act*.

Status of complaint: The complaint was abandoned.

9. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

10. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

11. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

12. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

13. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

14. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

15. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

16. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

17. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

18. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

19. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

20. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

Status of complaint: The investigation process is underway.

21. Complaint registration date: November 24, 2017

Nature of complaint: The Information Commissioner has received a complaint that the Copyright Board failed to provide all records responsive to the request made under the *Access to Information Act*.

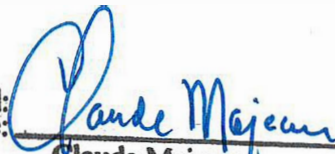
Status of complaint: The investigation process is underway.

8. **MONITORING OF THE TIME TO PROCESS A REQUEST**

The Board is a micro-organization which does not have the resources to have a group dedicated to the management of these requests. In general, the Board receives very few requests annually. Requests are usually completed in a timely fashion.

Over the last two years however, the Board has received exceptionally high levels of such requests. Consequently, delays in responding to the request and to deal with the ensuing complaints have become much longer than usual. The Board believes it will be able to return to timely responses once the number of requests and complaints returns back to historical, low levels.

Approved:
Approuvé:



Claude Majeau

Vice-Chairman and CEO
V-P et premier dirigeant

Date: May 31 2018