



Canadian  
human rights  
commission

Commission  
canadienne des  
droits de la personne

*Info Source:  
Sources of Federal Government and  
Employee Information*

2015

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## General Information

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*Info Source: Sources of Federal Government and Employee Information* provides information about the functions, programs, activities and related information holdings of government institutions subject to the *Access to Information Act* and *Privacy Act*. It also provides individuals and employees of the government (current and former) with relevant information to access personal information about themselves held by government institutions subject to the *Privacy Act* and to exercise their rights under the *Privacy Act*.

The Introduction to *Info Source: Sources of Federal Government and Employee Information* and an index of institutions subject to the *Access to Information Act* and the *Privacy Act* are available centrally.

The *Access to Information Act* and the *Privacy Act* assign overall responsibility to the President of the Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

## Background

The Canadian Human Rights Commission (the Commission) was given its mandate with the passage in July 1977 of the *Canadian Human Rights Act*. The Act became operative on March 1, 1978. The Commission's founding legislation inspires a vision for Canada in which "all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have" free from discrimination. The Commission reports to Parliament through the Minister of Justice.

## Responsibilities

The Commission leads the administration of the *Canadian Human Rights Act* (the CHRA) and ensures compliance with the *Employment Equity Act* (the EEA).

- [Vision](#),
- [About the Commission](#)
- [Our Mandate](#)

Please refer to the Commission's [Report on Plans and Priorities](#) and its [Departmental Performance Report](#) for more information on specific plans and priorities.

## ***Institutional Functions, Programs and Activities***

### **Human Rights Program**

This Program helps people and federally-regulated organizations understand and comply with the *Canadian Human Rights Act* and the *Employment Equity Act*. It respects the Paris Principles, a set of international standards which frame and guide the work of national human rights institutions. The Program promotes and protects human rights by developing and sharing knowledge, conducting audits and managing complaints. It works collaboratively with people and organizations to conduct research, develop tools and policies, and raise awareness. It audits federally-regulated employers to ensure that they are providing equal opportunities to the four designated groups: women, Aboriginal peoples, persons with disabilities, and members of visible minorities. It screens, investigates and resolves human rights complaints, and decides whether they should go to a full legal hearing. It represents the public interest in legal cases to advance human rights in Canada.

### **Complaints Dispute Resolution Service**

The Complaints Dispute Resolution Service addresses discrimination by dealing with individual and systemic complaints and issues brought by individuals or groups of individuals against federally-regulated employers and service providers. With the extension of the protection of the CHRA to matters covered under the *Indian Act*, the Service also addresses human rights issues being brought to the Commission by Aboriginal peoples and First Nations residents. The Commission exercises its discretion in choosing the most appropriate dispute resolution method including investigation, mediation and conciliation. The Commission also serves as a screening body in determining whether further inquiry is warranted, participates in all pre-tribunal mediations and represents the public interest in appearing before the Canadian Human Rights Tribunal.

### ***Complaints Dispute Resolution - Human Rights***

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**Description:** Information on human rights and discrimination of a general nature; *Canadian Human Rights Act* amendments; committees; conferences.

**Document Types:** Human rights; discrimination; *Canadian Human Rights Act* amendments; government and non-government organizations; accessibility standards; adaptation plans; committees - general; government and non-government organizations; conferences.

**Record Number:** CHRC DRP 010

- ***Complaints Received Under the Canadian Human Rights Act, Part III***

**Description:** This bank consists of material related to complaints filed by individuals or groups dealing with allegations of discrimination in employment or in the provision of service on the grounds of race, national or ethnic origin, color, religion, age, sex, sexual orientation, marital status, family status, disability, or conviction for an offence for which a pardon has been granted; equal pay; and with complaints received because of threats or intimidation subsequent to having filed a complaint of discrimination. It contains statements from individuals and/or groups, correspondence with and reports about complainants, respondents, and witnesses dealing with a complaint and other facts relevant to the processing of the complaint (i.e., investigation and/or resolution).

**Class of Individuals:** General public, complainants, respondents, witnesses.

**Purpose:** The purpose of this bank is to record, enquire into and resolve complaints of discrimination in connection with the application of Part III of the *Canadian Human Rights Act*, and where necessary to provide evidence for the hearing of a complaint by the Canadian Human Rights Tribunal, the Federal Court of Canada and/or the Supreme Court of Canada.

**Consistent Uses:** The information is used by the Commission to fulfill its mandate under the *Canadian Human Rights Act*, as well as for research, planning, evaluation and statistical purposes, education, and prevention.

**Retention and Disposal Standards:** The information in this bank has a ten (10) year retention period and then transferred to Library and Archives Canada for archival purposes.

**RDA Number:** 2003/004, 90/006

**Related Record Number:** CHRC DRP 010

**TBS Registration:** 001504

**Bank Number:** CHRC PPU 005

## Employment Equity Audit Service

The Employment Equity Audit Service helps foster and sustain a human rights culture in federally-regulated organizations by promoting continuous improvement of an organization's human rights competencies through its employment equity audits.

### *Employment Equity Audits and Systems*

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**Description:** Information on the conduct of audits of federally-regulated employers in the private sector and federal government departments to ensure that they comply with the *Employment Equity Act*.

**Document Types:** Employment equity audit reports; Employment equity status reports; Notification letter for an audit; Letter requiring undertakings, following an audit assessment; policies and procedures relating to Employment Systems in federal departments, Crown corporations and agencies, and federally-regulated private sector organizations, and information relating to employment policies and practices of federally-regulated and provincially-regulated employers; Commission policies on the application of the *Canadian Human Rights Act* to employment policies and practices (i.e., Employment Systems); labour market availability of designated groups; employment systems and practices; compliance standards and assessment factors for audits; compliance audit reports; positive and special measures supporting employment equity; enforcement procedures; recommendations for legislative changes to the *Employment Equity Act*; correspondence.

**Record Number:** CHRC DPP 010

## Human Rights Awareness Services

The Human Rights Awareness Services help foster both an understanding of and compliance with the *Canadian Human Rights Act* and the *Employment Equity Act*. The Services also ensure that programs, interventions and decisions are grounded in evidence and best practices. Knowledge products include research, policies, regulatory instruments and special reports to

Parliament. Information and/or advice are provided to the Commission itself, Parliament, federal departments and agencies, Crown corporations, federally-regulated private sector organizations and the public. Partnerships with other human rights commissions as well as governmental, non-governmental, research organizations and international organizations are formed and maintained to leverage knowledge development and dissemination activities in areas of common interest.

### ***Discrimination - Prevention Initiatives and Liaison***

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**Description:** Information on contacts and activities with employers, unions and non-governmental organizations, and the provision of training.

**Document Types:** Memoranda and letters of understanding; review and analysis of prevention data; stakeholders' reports and statistics; organizational profiles and policies; action plans; project plans; prevention initiatives; external and internal meetings/presentations; correspondence; Committees' information and minutes; conference material; training and development; general train-the-trainer programs; course content and manuals; course evaluations and attendance; schedules and directives; co-operation and liaison generally with stakeholders; program forecasts; stakeholders' visits and tours; prevention inquiries and consultations.

**Record Number:** CHRC DPP 020

- **Employer Advisory Council**

**Description:** This bank includes information on individuals who participate in the Employer Advisory Council that raises, examines, discusses and acts upon issues related to the prevention of discrimination in workplaces and services. This information consists of the participants' names, their contact information and their signatures.

**Class of Individuals:** General public, participants, contractors and representatives of other governments, nationally and internationally.

**Purpose:** The personal information is used to administer the raising, examining, discussing and acting upon issues related to the prevention of discrimination in workplaces and service centers across Canada. It also allows for prevention-related matters, best practices, tools and resources to be communicated more broadly throughout various sectors via representatives from federally-regulated employers on the Employer Advisory Council.

**Consistent Uses:** The information is consistently used by the Commission to fulfill its mandate under the *Canadian Human Rights Act* and the *Employment Equity Act*. The personal information is used to maintain the membership of the Council and distribute related documentation. It is also used to evaluate this program activity and report the results to management.

**Retention and Disposal Standards:** Under development.

**RDA Number:** Under development.

**Related Record Number:** CHRC DPP 020

**TBS Registration:** 20110497

**Bank Number:** CHRC PPU 020

- **Discrimination Prevention Forums**

**Description:** This bank includes information on individuals who participate in forums for raising, examining, discussing and acting upon issues related to the prevention of discrimination in workplaces and services. This information consists of the participants' names, contact information and the participants' signatures.

**Class of Individuals:** General public, participants and representatives of other governments, nationally and internationally.

**Purpose:** The personal information is used to obtain the views and opinions on various matters covered by the Commission's mandate and distribute related documentation.

**Consistent Uses:** The information is consistently used by the Commission to fulfill its mandate under the *Canadian Human Rights Act* and the *Employment Equity Act*. The personal information is used to administer these forums and distribute related documentation. It is also used to evaluate this program activity and report the results to management.

**Retention and Disposal Standards:** Under development.

**RDA Number:** Under development.

**Related Record Number:** CHRC DPP 020

**TBS Registration:** 20110495

**Bank Number:** CHRC PPU 030

- **Discrimination Prevention Training**

**Description:** This bank includes information on individuals who participate in training for raising, examining, discussing and acting upon issues related to the prevention of discrimination in workplaces and services. This information consists of the participants' names, contact information and the participants' signatures.

**Class of Individuals:** General public, participants and representatives of other governments, nationally and internationally.

**Purpose:** The personal information is used to establish an inventory of registrants and distribute related documentation.

**Consistent Uses:** The information is consistently used by the Commission to fulfill its mandate under the *Canadian Human Rights Act* and the *Employment Equity Act*. The personal information is used to administer these training sessions and distribute related documentation. It is also used to evaluate this program activity and report the results to management.

**Retention and Disposal Standards:** Under development.

**RDA Number:** Under development.

**Related Record Number:** CHRC DPP 020

**TBS Registration:** 20110496

**Bank Number:** CHRC PPU 040

### ***Discrimination - Special Programs and Arrangements***

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**Description:** Documentation, correspondence and information on special programs, plans or arrangements undertaken by federally-regulated employers or service providers; also, Commission policies on the application of the *Canadian Human Rights Act* to Special Programs and Arrangements.

**Document Types:** Policies and procedures of the Commission, provincial human rights commissions, foreign governments and agencies, contract compliance, consultants; special programs related to employment including studies and research, federal departments, Crown corporations and agencies, chartered banks, communications organizations, land transportation organizations, air transportation organizations, navigation organizations, manufacturing industries, employee associations; special programs related to services in federal departments, Crown corporations and agencies, chartered banks.

**Record Number:** CHRC DPP 030

### ***Human Rights Maturity Model (HRMM)***

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**Description:** A model designed to help organizations integrate the legislative requirements of the CHRA and EEA into their businesses. It helps them foster self-sustaining human rights cultures and going above and beyond legislative requirements. Organizations that implement the HRMM are encouraged to review their human resources functions (e.g. accommodation, employment equity, labour relations) in relation to human rights issues.

**Document Types:** Policies; implementation guide; fact sheets; strategic documents; performance management framework; performance indicators; memoranda of understanding (MOU); validation; online application; requests for information.

**Record Number:** CHRC DPP 030

### ***Knowledge - Research and Dissemination***

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**Description:** Information, data, and research to enrich understanding and analysis of issues; information, data, and research to support the development of reports, meetings, guides and policies, presentations, projects and strategic initiatives; tools to help prevent and resolve discrimination; presentations to communities and organizations; submissions to parliamentary and international committees and bodies; etc.

**Document Types:** Correspondence; research reports; policies, guides or tools; documents on policy and project presentations; briefings and presentation decks; speeches; reports; records on engagement with stakeholders such as other Commissions, Aboriginal organizations, international organizations, non-governmental organizations and other organizations working in the area of human rights. Knowledge products may include publications, speeches, etc. Research reports, policies and guides/tools may be posted on the Commission's web site.

**Record Number:** CHRC KNO 010

## Internal Services

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Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are: Management and Oversight Services; Communications Services; Legal Services; Human Resources Management Services; Financial Management Services; Information Management Services; Information Technology Services; Real Property Services; Materiel Services; Acquisition Services; and Travel and Other Administrative Services. Internal Services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

### Acquisitions

Acquisition Services involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- **Procurement and Contracting Class of Record**
  - Professional Services Contracts Personal Information Bank

### Communications Services

Communications Services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public – internal or external – receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- **Communications Class of Record**
  - Internal Communications Personal Information Bank
  - Public Communications Personal Information Bank\_

### Financial Management

Financial Management Services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- **Financial Management Class of Record**
  - Accounts Payable Personal Information Bank
  - Accounts Receivable Personal Information Bank
  - Acquisition Cards Personal Information Bank

### Human Resources Management

Human Resources Management Services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- **Awards (Pride and Recognition) Class of Record**
  - Recognition Program Personal Information Bank
- **Classification of Positions Class of Record**

- Staffing Personal Information Bank
- **Compensation and Benefits Class of Record**
  - Attendance and Leave Personal Information Bank
  - Pay and Benefits Personal Information Bank
- **Employment Equity and Diversity Class of Record**
  - Employment Equity and Diversity Personal Information Bank
- **Hospitality Class of Record**
  - Hospitality Personal Information Bank
- **Human Resources Planning Class of Record**
  - Human Resources Planning Personal Information Bank
  - Workplace Day Care Personal Information Bank
- **Labour Relations Class of Record**
  - *Canadian Human Rights Act* – Complaints Personal Information Bank
  - Discipline Personal Information Bank
  - Grievances Personal Information Bank
  - Harassment Personal Information Bank
  - Internal Disclosure of Wrongdoing in the Workplace Personal Information Bank
  - Values and Ethics Code for the Public Service Personal Information Bank
- **Occupational Health and Safety Class of Record**
  - Employee Assistance Personal Information Bank
  - Harassment Personal Information Bank
  - Occupational Health and Safety Personal Information Bank
  - Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank
- **Official Languages Class of Record**
  - Official Languages Personal Information Bank
- **Performance Management Reviews Class of Record**
  - Discipline Personal Information Bank
  - Performance Management Reviews Personal Information Bank
- **Recruitment and Staffing Class of Record**
  - Applications for Employment Personal Information Bank
  - Employee Personnel Record Personal Information Bank
  - EX Talent Management Personal Information Bank
  - Personnel Security Screening Personal Information Bank
  - Staffing Personal Information Bank
  - Values and Ethics Code for the Public Service Personal Information Bank
- **Relocation Class of Record**
  - Relocation Personal Information Bank
- **Training and Development Class of Record**
  - Training and Development Personal Information Bank

## Information Management

Information Management Services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency, and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- **Information Management Class of Record**
  - Automated Document, Records, and Information Management Systems Personal Information Bank
  - Library Services Personal Information Bank

## Information Technology

Information Technology Services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- **Information Technology Class of Record**
  - Electronic Network Monitoring Personal Information Bank

## Legal Services

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

- **Legal Services Class of Record**

### *Legal Research*

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**Description:** Information on the administration of legal matters and legal advice relating to complaints brought to the Commission's attention.

**Document Types:** Legal opinions; civil proceedings by or against the Crown as represented by the Commission; court documents.

**Record Number:** CHRC LEG 005

- ***Litigation Data***

**Description:** Information on legal proceedings of specific complaints of discrimination before the Canadian Human Rights Tribunal, courts or other administrative tribunals, and legal opinions regarding specific complaints. The personal information retained in this bank originates from the cases handled by the Commission. It may include the name, address and other personal identifiers of the individuals as well as factual information that may lead to the identification of the individuals involved directly or indirectly in these cases.

**Class of Individuals:** General public, complainants, respondents, witnesses.

**Purpose:** The information in this bank enables the Commission's Legal Services to carry out their mandate as legal advisor to the Commission on human rights issues and in proceedings before tribunals and the courts. It also serves as a warehouse of legal information in these matters. The personal information retained serves to relate the legal position and legal opinions developed by the Commission to the pertinent individual(s) and case(s).

**Consistent Uses:** The information is consistently used by the Commission to fulfill its mandate under the *Canadian Human Rights Act* and the *Employment Equity Act*.

**Retention and Disposal Standards:** Information in this bank is retained for 10 years and is then eligible for destruction or transfer to Library and Archives Canada for archival purposes.

**RDA Number:** 2003/004, 90/006

**Related Record Number:** CHRC LEG 005

**TBS Registration:** 001505

**Bank Number:** CHRC PPU 010

## Management and Oversight Services

Management and Oversight Services involve activities undertaken for determining strategic direction, and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- **Cooperation and Liaison Class of Record**
  - *Lobbying Act* Requirements Personal Information Bank
  - Outreach Activities Personal Information Bank
- **Executive Services Class of Record**
  - Executive Correspondence Personal Information Bank
- **Internal Audit and Evaluation Class of Record**
  - Evaluation Personal Information Bank
  - Internal Audit Personal Information Bank
- **Planning and Reporting Class of Record**

## Materiel

Materiel Services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- **Materiel Management Class of Record**
  - Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank

## Real Property

Real Property Services involve activities undertaken to ensure real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

- **Real Property Management Class of Record**

## Travel and Other Administrative Services

Travel and Other Administrative Services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- **Access to Information and Privacy Class of Record**

- Access to Information and Privacy Requests Personal Information Bank
- **Administrative Services Class of Record**
  - Parking Personal Information Bank
- **Boards, Committees and Council Class of Record**
  - Governor in Council Appointments Personal Information Bank
  - Members of Boards, Committees and Councils Personal Information Bank
- **Business Continuity Planning Class of Record**
  - Business Continuity Planning Personal Information Bank
- **Disclosure to Investigative Bodies Class of Record**
  - Disclosure to Investigative Bodies Personal Information Bank
- **Proactive Disclosure Class of Record**
  - Hospitality Personal Information Bank
  - Travel Personal Information Bank
- **Security Class of Record**
  - Identification and Building-Pass Cards Personal Information Bank
  - Internal Disclosure of Wrongdoing in the Workplace Personal Information Bank
  - Personnel Security Screening Personal Information Bank
  - Security Incidents Personal Information Bank
  - Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes Personal Information Bank
- **Travel Class of Record**
  - Travel Personal Information Bank

## Classes of Personal Information

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### Complaints Dispute Resolution

Personal Information may be accumulated in the course of dealing with dispute resolution matters not related to specific cases on allegations of discrimination in employment. Such personal information may include an individual's name, location, employment data, views or opinions of the individual or about the individual, etc. This personal information is not kept by name of individuals or other personal identifiers. It is normally retrievable only if specifics are provided concerning research related to the duties and responsibilities of the Commission. The retention periods for this class of personal information are controlled by the retention schedules of the files in which they are stored.

### Employment Equity Audits

Personal Information may be accumulated in the course of conducting audit activities. Such personal information may include an individual's race, national or ethnic origin, color, religion, age, sexual orientation or marital status, views or opinions of another individual about the individual, etc. This personal information is not kept by name of individuals or other personal identifiers. It is normally retrievable only if specifics are provided concerning research related to the duties and responsibilities of the Commission. The retention periods for this class of personal information are controlled by the retention schedules of the files in which they are stored.

## Human Rights Awareness

Personal Information may be accumulated in the course of conducting prevention and research activities in matters dealing with human rights. Such personal information may include an individual's race, national or ethnic origin, color, religion, age, sexual orientation or marital status, views or opinions of another individual about the individual, etc. This personal information is not kept by name of individuals or other personal identifiers. It is normally retrievable only if specifics are provided concerning research related to the duties and responsibilities of the Commission. The retention periods for this class of personal information are controlled by the retention schedules of the files in which they are stored.

## Manuals of the Commission

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- *Canadian Human Rights Commission Intake Guidance Manual*
- *Dispute Resolution Operating Procedures*
- *Employment Equity Compliance Audit Manual*
- *Guidance for Dealing with Complaints under the Canadian Human Rights Act*
- *Policy and Procedures Manual*

## Additional Information

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### Contact Information

Please see the [Introduction](#) to the *Info Source: Sources of Federal Government and Employee Information* publication for information on access procedures under the provisions of the *Access to Information Act* and the *Privacy Act*. You may also contact the Commission's ATIP Office by sending an [email](#).

### Submitting an Online Request

Using the ATIP Online Request service is a faster, easier and more convenient way to submit access to information or privacy requests. [Apply online today](#) to save time will be available soon.

### Mailing your Request

To make a request by mail, please complete either the [Access to Information Request Form \(TBC/CTC 350-57\)](#) or the [Personal Information Request Form \(TBC/CTC 350-58\)](#), or include a letter indicating that your request is made in accordance with the *Access to Information Act* or the *Privacy Act* and describe the information you are seeking. Please include relevant details to help the ATIP Office find the information you are requesting. Mail your request to:

Access to Information and Privacy Office  
Canadian Human Rights Commission  
Canada Building  
344 Slater Street, 8<sup>th</sup> Floor  
Ottawa, Ontario K1A 1E1

A [\\$5 application fee](#) applies to Access to Information requests only. There is no fee for requests for personal information.

For additional information about the programs and activities of the Canadian Human Rights Commission, please contact:

Communications Branch  
Canadian Human Rights Commission

Canada Building  
344 Slater Street, 8<sup>th</sup> Floor  
Ottawa, Ontario K1A 1E1  
Telephone: 613-995-1151  
Facsimile: 613-996-9661  
Toll-free: 1-888-214-1090  
TTY: 1-888-643-3304  
Internet: [www.chrc-ccdp.ca](http://www.chrc-ccdp.ca)  
E-mail: [info.com@chrc-ccdp.ca](mailto:info.com@chrc-ccdp.ca)

### **Completed Access to Information Requests**

The Government of Canada encourages the release of information through informal requests outside of the ATIP process. Records released in response to completed *Access to Information Act* requests processed by the Commission can be obtained informally. A [list of all summaries prior to 2015](#) is available.

### **Privacy Impact Assessments**

The Canadian Human Rights Commission initiated a Privacy Impact Assessment (PIA) which remains to be completed.

### **Open Data**

To obtain information on open data, visit the [Open Government portal](#).

### **Reading Room**

In accordance with the *Access to Information Act*, the applicant may wish to review material in person on the premises of the Commission room. The address is:

Canadian Human Rights Commission  
Canada Building  
344 Slater Street, 8<sup>th</sup> Floor  
Ottawa, Ontario  
Telephone: 613-943-8950  
Toll-free: 1-888-214-1090

Individuals interested in visiting the reading room must phone ahead to make an appointment.