



The Year-End Statistical Report  
for the  
Information and Privacy Commissioner of Ontario

**Statistical Report of  
City of Hamilton  
for the Reporting Year 2024  
for  
*Municipal Freedom of Information and Protection of Privacy  
Act***

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## Section 1: Identification

### 1.1 Organization Name

City of Hamilton

Head of Institution Name & Title

Matthew Trennum, City Clerk

Head of Institution E-mail Address

clerk@hamilton.ca

Management Contact Name & Title

Lisa Barroso, Manager of Records & FOI

Management Contact E-mail Address

lbarroso@hamilton.ca

Primary Contact Name & Title

Lisa Barroso, Manager of Records & FOI

Primary Contact Email Address

lbarroso@hamilton.ca

Primary Contact Phone Number

9055462424 ext. 2743

Primary Contact Fax Number

9055462095

Primary Contact Mailing Address 1

71 Main Street West, 1st Floor

Primary Contact Mailing Address 2

Primary Contact Mailing Address 3

Primary Contact City

Hamilton

Primary Contact Postal Code

L8P 4Y5

### 1.2 Your institution is:

Municipal Corporation

## Section 2: Inconsistent Use of Personal Information

### 2.1

Whenever your institution uses or discloses personal information in a way that differs from the way the information is normally used or disclosed (an inconsistent use), you must attach a record or notice of the inconsistent use to the affected information.

0

### Your institution received:

- ☐ No formal written requests for access or correction
- ☒ Formal written requests for access to records
- ☐ Requests for correction of records of personal information only

### Section 3: Number of Requests Received and Completed

Enter the number of requests that fall into each category.

- 3.1** New Requests received during the reporting year
- 3.2** Total number of requests completed during the reporting year

Personal Information	General Records
25	236
8	104

### Section 4: Source of Requests

Enter the number of requests you completed from each source.

- 4.1** Individual/Public
- 4.2** Individual by Agent
- 4.3** Business
- 4.4** Academic/Researcher
- 4.5** Association/Group
- 4.6** Media
- 4.7** Government (all levels)
- 4.8** Other
- 4.9** Total requests (Add Boxes 4.1 to 4.8 = 4.9)

Personal Information	General Records
5	67
3	15
0	15
0	0
0	1
0	6
0	0
0	0
8	104

BOX 4.9 must equal BOX 3.2

### Section 5: Time to Completion

How long did your institution take to complete all requests for information? Enter the number of requests into the appropriate category. How many requests were completed in:

- 5.1** 30 days or less
- 5.2** 31 - 60 days
- 5.3** 61 - 90 days
- 5.4** 91 days or longer
- 5.5** Total requests (Add Boxes 5.1 to 5.4 = 5.5)

Personal Information	General Records
5	60
0	20
0	3
3	21
8	104

BOX 5.5 must equal BOX 3.2

### Section 6: Compliance with the Act

In the following charts, please indicate the number of requests completed, within the statutory time limit and in excess of the statutory time limit, under each of the four different situations:

NO notices issued;

BOTH a Notice of Extension (s.27(1)) and a Notice to Affected Person (s.28(1)) issued;

ONLY a Notice of Extension (s.27(1)) issued;

ONLY a Notice to Affected Person (s.28(1)) issued.

## Section 6: Compliance with the Act

Please note that the four different situations are mutually exclusive and the number of requests completed in each situation should add up to the total number of requests completed in Section 3.2.(Add Boxes 6.3 + 6.6 + 6.9 + 6.12 = BOX 6.13 and BOX 6.13 must equal BOX 3.2)

### A. No Notices Issued

		Personal Information	General Records
6.1	Number of requests completed within the statutory time limit (30 days) where neither a Notice of Extension (s.20(1)) nor a Notice to Affected Person (s.21(1)) were issued.	5	60
6.2	Number of requests completed in excess of the statutory time limit (30 days) where neither a Notice of Extension (s.20(1)) nor a Notice to Affected Person (s.21(1)) were issued.	3	38
6.3	Total requests (Add Boxes 6.1 + 6.2 = 6.3)	8	98

### B. Both a Notice of Extension (s.27(1)) and a Notice to Affected Person (s.28(1)) Issued

		Personal Information	General Records
6.4	Number of requests completed within the time limits permitted under both the Notice of Extension (s.27(1)) and a Notice to Affected Person (s.28(1)).	0	0
6.5	Number of requests completed in excess of the time limit permitted by the Notice of Extension (s.27(1)) and the time limit permitted by the Notice to Affected Person (s.28(1)).	0	0
6.6	Total requests (Add Boxes 6.4 + 6.5 = 6.6)	0	0

### C. Only a Notice of Extension (s.27(1)) Issued

		Personal Information	General Records
6.7	Number of requests completed within the time limits permitted under both the Notice of Extension (s.27(1)).	0	1
6.8	Number of requests completed in excess of the time limit permitted by the Notice of Extension (s.27(1)).	0	0
6.9	Total requests (Add Boxes 6.7 + 6.8 = 6.9)	0	1

### D. Only a Notice to Affected Person (s.28(1)) Issued

		Personal Information	General Records
6.10	Number of requests completed within the time limits permitted under both the Notice to Affected Person (s.28(1)).	0	1
6.11	Number of requests completed in excess of the time limit permitted by the Notice to Affected Person (s.28(1)).	0	4
6.12	Total requests (Add Boxes 6.10 + 6.11 = 6.12)	0	5

### E. Total Completed Requests (sections A to D)

		Personal Information	General Records
6.13	Total requests (Add Boxes 6.3 + 6.6 + 6.9 + 6.12 = 6.13)	8	104

BOX 6.13 must equal BOX 3.2

## Section 6a: Contributing Factors

Please outline any factors which may have contributed to your institution not meeting the statutory time limit. If you anticipate circumstances that will improve your ability to comply with the Act in the future, please provide details in the space below.

On February 25, 2024, the City of Hamilton experienced a cyber incident that affected our IT systems. The incident was the result of a ransomware attack. The City continues to work on recovery and restoration of affected systems and is also rebuilding and upgrading/replacing legacy systems. The work is ongoing.

The City also saw a large increase in the volume of requests filed in 2024. The average number of requests filed over the past 5 years has been approximately 215/yr. We received 261 requests in 2024.

The City was unable to file it's 2023 Annual Statistical report as the database containing the details was unavailable to staff at the time of the filing deadline and for several months after. The City has since completed the 2023 Annual Statistical report and will provide the IPC with a copy before the end of the 2024 filing deadline.

## Section 7: Disposition of Requests

What course of action was taken with each of the completed requests? Enter the number of requests into the appropriate category.

	Personal Information	General Records
<b>7.1</b> All information disclosed	0	15
<b>7.2</b> Information disclosed in part	3	41
<b>7.3</b> No information disclosed	4	17
<b>7.4</b> No responsive records exists	1	15
<b>7.5</b> Request withdrawn, abandoned or non-jurisdictional	0	16
<b>7.6</b> Total requests (Add Boxes 7.1 to 7.5 = 7.6)	8	104

BOX 7.6 must be greater than or equal to BOX 3.2

## Section 8: Exemptions & Exclusions Applied

For the Total Requests with Exemptions/Exclusions/Frivolous or Vexatious Requests, how many times did your institution apply each of the following? (More than one exemption may be applied to each request)

	Personal Information	General Records
<b>8.1</b> Section 6 — Draft Bylaws, etc.	0	1
<b>8.2</b> Section 7 — Advice or Recommendations	1	1
<b>8.3</b> Section 8 — Law Enforcement <sup>1</sup>	1	21
<b>8.4</b> Section 8(3) — Refusal to Confirm or Deny	1	1
<b>8.5</b> Section 8.1 — Civil Remedies Act, 2001	0	0
<b>8.6</b> Section 8.2 — Prohibiting Profiting from Recounting Crimes Act, 2002	0	0
<b>8.7</b> Section 9 — Relations with Governments	0	0
<b>8.8</b> Section 10 — Third Party Information	0	3
<b>8.9</b> Section 11 — Economic/Other Interests	1	3
<b>8.10</b> Section 12 — Solicitor-Client Privilege	0	1

## Section 8: Exemptions & Exclusions Applied

- 8.11** Section 13 — Danger to Safety or Health
- 8.12** Section 14 — Personal Privacy (Third Party)<sup>2</sup>
- 8.13** Section 14(5) — Refusal to Confirm or Deny
- 8.14** Section 15 — Information soon to be published
- 8.15** Section 20.1 Frivolous or Vexatious
- 8.16** Section 38 — Personal Information (Requester)
- 8.17** Section 52(2) — Act Does Not Apply<sup>3</sup>
- 8.18** Section 52(3) — Labour Relations & Employment Related Records
- 8.19** Section 53 — Other Acts
- 8.20** PHIPA Section 8(1) Applies
- 8.21** Total Exemptions & Exclusions  
Add Boxes 8.1 to 8.20 = 8.21
- <sup>1</sup> not including Section 8(3)  
<sup>2</sup> not including Section 14(5)  
<sup>3</sup> not including Section 52(3)

0	2
0	42
0	2
0	2
0	0
0	0
0	0
0	0
0	0
4	79

## Section 9: Fees

Did your institution collect fees related to request for access to records?

- 9.1** Number of REQUESTS where fees other than application fees were collected
- 9.2.1** Total dollar amount of application fees collected
- 9.2.2** Total dollar amount of additional fees collected
- 9.2.3** Total dollar amount of fees collected (Add Boxes 9.2.1 + 9.2.2 = 9.2.3)
- 9.3** Total dollar amount of fees waived

Personal Information	General Records	Total
0	0	0
\$40.00	\$1265.00	\$1305.00
\$0.00	\$1710.00	\$1710.00
\$40.00	\$2975.00	\$3015.00
\$0.00	\$340.00	\$340.00

## Section 10: Reasons for Additional Fee Collection

Enter the number of REQUESTS for which your institution collected fees other than application fees that apply to each category.

- 10.1** Search time
- 10.2** Reproduction
- 10.3** Preparation
- 10.4** Shipping
- 10.5** Computer costs
- 10.6** Invoice costs(and other as permitted by regulation)
- 10.7** Total (Add Boxes 10.1 to 10.6 = 10.7)

Personal Information	General Records	Total
0	58	58
0	3	3
0	39	39
0	1	1
0	11	11
0	0	0
0	112	112

## Section 11: Correction and Statements of Disagreement

Did your institution receive any requests to correct personal information?

- 11.1** Number of correction requests received
- 11.2** Correction requests carried forward from the previous year
- 11.3** Correction requests carried over to next year
- 11.4** Total Corrections Completed  $[(11.1 + 11.2) - 11.3 = 11.4]$

### Personal Information

0
0
0
0

BOX 11.4 must equal BOX 11.9

What course of action did your institution take regarding the requests that were received to correct personal information?

- 11.5** Correction(s) made in whole
- 11.6** Correction(s) made in part
- 11.7** Correction refused
- 11.8** Correction requests withdrawn by requester
- 11.9** Total requests (Add Boxes 11.5 to 11.8 = 11.9)

### Personal Information

0
0
0
0
0

BOX 11.9 must equal BOX 11.4

In cases where correction requests were denied, in part or in full, were any statements of disagreement attached to the affected personal information?

- 11.10** Number of statements of disagreement attached:

### Personal Information

0
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If your institution received any requests to correct personal information, the Act requires that you send any person(s) or body who had access to the information in the previous year notification of either the correction or the statement of disagreement. Enter the number of notifications sent, if applicable.

- 11.11** Number of notifications sent:

### Personal Information

0
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**Note:**

This report is for your records only and should not be faxed or mailed to the Information and Privacy Commissioner of Ontario in lieu of online submission. Faxed or mailed copies of this report will NOT be accepted. Please submit your report online at: <https://statistics.ipc.on.ca>.

**Thank You for your cooperation!**

**Declaration:**

I, Lisa Barroso, Manager of Records & FOI, confirm that all the information provided in this report, furnished by me to the Information and Privacy Commissioner of Ontario, is true, accurate and complete in all respects.

*Signature*

*Date*