



Info Source: Sources of Federal Government and Employee Information 2023

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Introduction to *Info Source*

Info Source describes the programs and activities, and the information holdings related to programs and activities, of government institutions subject to the [Access to Information Act](#) to facilitate the right of access. It also provides individuals, including current and former employees of the Government of Canada, 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*.

An [index of institutions](#) that are subject to the *Access to Information Act* and the *Privacy Act* is 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](#) (Commission) was established in 1977 under Schedule 1.1 of the *Financial Administration Act* in accordance with the [Canadian Human Rights Act \(CHRA\)](#). The Act became operative on March 1, 1978. The Commission reports to Parliament through the Minister of Justice.

Responsibilities

The Commission protects the core principle of equal opportunity and promotes a vision of an inclusive society free from discrimination by:

- promoting human rights through research and policy development;
- protecting human rights through a fair and effective complaints process;
- representing the public interest to advance human rights for all Canadians; and
- auditing employers under federal jurisdiction for compliance with employment equity.
- help federally regulated employers and services create a barrier-free Canada through the proactive identification, removal, and prevention of barriers to accessibility;
- promote women's equality by ensuring that federal public and private sector organizations value the work done by women in the same as they value work done by men; and
- drive change on key systemic housing issues and advance the right for housing for all in Canada.

The *Accessible Canada Act*, the *Employment Equity Act*, and the *Pay Equity Act* give the Commission the authority to work with federally regulated employers to ensure they are preventing discrimination and promoting inclusion through proactive compliance with these laws. This contributes to the elimination of employment barriers and wage discrimination in federally regulated workplaces for women, Indigenous peoples, people with disabilities and racialized groups.*

More information regarding our vision, our mission and mandate can be found [here](#).

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

* The *Employment Equity Act* uses the term “visible minorities.” The Commission is of the view that this is an antiquated term. The Commission is using the term “racialized groups” in the interim.

Institutional programs and activities

Engagement and Advocacy

Provide a national, credible voice for equality in Canada by raising public awareness of human rights issues; engaging civil society, governments, employers and the public to affect human rights change; and monitoring and reporting on Canada's international human right obligations including a particular focus on monitoring and reporting on the implementation of the Government of Canada's obligations under the United Nations' Convention on the Rights of Persons with Disabilities.

Discrimination - Prevention Initiatives and Liaison

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

Note: Although records exist, they are generally no longer active.

- **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 public and private organizations.

Purpose: The personal information has been used to administer the raising, examining, discussing and acting upon issues related to the prevention of discrimination in workplaces and service centres 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 has been used by the Commission to fulfill its mandate under the *Canadian Human Rights Act* and the *Employment Equity Act*. The personal information has been used to maintain the membership of the Council and distribute related documentation. It has also been used to evaluate this program activity and report the results to management.

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

RDA Number: 2015/005

Related Record Number: CHRC DPP 020

TBS Registration: 20110497

Bank Number: CHRC PPU 020

Note: Although records exist, they are generally no longer active.

- **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 has been used to obtain the views and opinions on various matters covered by the Commission's mandate and distribute related documentation.

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

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

RDA Number: 2015/005

Related Record Number: CHRC DPP 020

TBS Registration: 20110495

Bank Number: CHRC PPU 030

Note: Although records exist, they are generally no longer active.

- **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 has been used to establish an inventory of registrants and distribute related documentation.

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

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

RDA Number: 2015/005

Related Record Number: CHRC DPP 020

TBS Registration: 20110496

Bank Number: CHRC PPU 040

Note: Although records exist, they are generally no longer active.

Discrimination - Special Programs and Arrangements

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

Note: Although records exist, they are generally no longer active.

Human Rights Maturity Model (HRMM)

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 040

Note: Although records exist, they are generally no longer active.

Knowledge - Research and Dissemination

Description: Information, data, and research to enrich the understanding and analysis of human rights issues; information, data, and research to support the development of reports, 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; specific reports, information, and data related to Canada's implementation of its international human rights obligations including the Convention on the Rights of Persons with Disabilities; 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 rights holders including people with disabilities, engagements with stakeholders such as other Commissions, Indigenous organizations, international organizations, non-governmental organizations, other organizations working in the area of human rights, as well as advocates and academics. 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

Complaints

Provide people in Canada with a mechanism to file and resolve complaints under the *Canadian Human Rights Act*, *Pay Equity Act*, and *Accessible Canada Act* and to represent the public interest in achieving equality in Canada.

Human Rights Complaints under the *Canadian Human Rights Act*

This core responsibility focuses on the Commission's role to provide people in Canada with a mechanism to file human rights complaints and seek remedies for discrimination; reduce instances of systemic discrimination; and represent the public interest in legal cases to advance human rights in Canada.

Description: Information related to human rights complaints; *Canadian Human Rights Act* amendments; committees; stakeholder engagement.

Document Types: Human rights complaints; allegations of discrimination; representations by parties; internal and external correspondence; documentary evidence; investigators' notes; accessibility standards; accommodations plans; legal opinions and advice; reports and decisions; case summaries; *Canadian Human Rights Act* amendments; documentation related to internal committees - general; briefing notes; policies and procedures; project plans; conferences; stakeholder engagement materials and stakeholder feedback.

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, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic discrimination, disability, and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered; equal pay; 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., intake, investigation and/or mediation).

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

Human Rights Litigation

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

Document Types: Civil proceedings by or against the Crown as represented by the Commission; court documents.

Record Number: CHRC DRP 020

- **Litigation Data**

Description: Information on legal proceedings of specific complaints of discrimination before the Canadian Human Rights Tribunal, courts or other administrative tribunals. The personal information retained in this bank originates from the cases processed 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 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 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 DRP 020

TBS Registration: 001505

Bank Number: CHRC PPU 010

Human Rights Legal Advice Research

Description: Information on the administration of and on matters encountered in dealing with the Promotion Program, excluding human rights complaint cases.

Document Types: Legal advice and opinions on human rights matters.

Record Number: CHRC DPP 050

Proactive Compliance

Ensure federally regulated organizations comply with the requirements set out in the *Employment Equity Act*, *Pay Equity Act*, and the *Accessible Canada Act* and hold those who do not comply accountable.

Employment Equity Compliance

This responsibility focuses on the Commission's role to ensure employers' compliance with employment equity statutory requirements; encourage employers to identify barriers to employment and implement best practices to eliminate gaps in the representation of women, racialized groups, Aboriginal peoples and persons with disabilities.

Description: Information on the conduct of employment equity audits of federally regulated employers in the private sector, crown corporations and federal government departments and agencies to ensure that they comply with the *Employment Equity Act (EEA)*.

Document Types: Employment equity audit reports; industry-wide audit reports; employment equity audit questionnaire; employment equity horizontal survey, employment equity submission index; employment equity disposition table; employment equity compliance audit worksheets (phase I and II); labour market analysis; notification letter for an audit; letter requiring undertakings, following an audit assessment; interview questions; records of decisions on employment equity audit review committee; positive and special measures supporting employment equity initiative; correspondence related to employment equity compliance; and briefing notes.

Record Number: CHRC DPP 010

Policy, Planning, Reporting Unit

Description: Information relating to the administration and monitoring of the *EEA*, including tools, guidelines and resources to assist employers understand their obligations and comply with the *EEA*.

Document Types: Labour market analysis; 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, Accessibility, and Pay Equity Acts to employment policies and practices (i.e., Employment Systems); labour market availability of designated groups; employment systems and practices; compliance standards, procedures and assessment factors for employment equity audits compliance; reports on audit compliance; enforcement measures and procedures; and recommendations for legislative changes to the *Employment Equity Act*.

Record Number: CHRC DPP 020

Pay Equity

This responsibility focuses on the role of the Pay Equity Commissioner and its mandate to administer and enforce compliance with the *Pay Equity Act*. The Pay Equity Commissioner ensures that federally regulated employers are in compliance with the *Pay Equity Act*. This work covers a broad range of initiatives, such as:

- Dealing with pay equity complaints, conducting audits and developing tools and resources to assist workplace parties in fulfilling their requirements under the Act.
- Building knowledge to guide and inform stakeholders about their rights and responsibilities.
- Engaging in outreach to share and gather information, learn from other jurisdictions, and coordinate efforts.

Policy, Planning, Reporting

Description: Information relating to the administration and monitoring of the *PEA*, including tools, guidelines and resources employers need to understand their obligations, to develop their pay equity plan and comply with the Act. It also includes engaging with stakeholders and provincial counterparts. **Document Types:** Research, data, analysis, reports, plans, policies, correspondence, communications, presentations, and advice on matters pertaining to pay equity issues.

Record Number: CHRC DPC 010

Promotion, Education, Advocacy

Description: Information relating to the promotion and fostering of equal pay, through compliance with the *PEA*, including tools, guidance and other resources.

Document Types: Research, data, analysis, reports, plans, correspondence, communications, presentations, and advice on matters pertaining to pay equity issues.

Record Number: CHRC DPC 020

Compliance and Enforcement

Description: Information relating to the conduct or order of an audit of a federally regulated employer for purposes of verifying compliance or preventing non-compliance with the *PEA*, as set out in Part 6, sections 118 and 120 of the of the *PEA*. Information relating to the conduct of an investigation into pay equity practices, as provided under section 121 of the Act. Information relating to pay equity disputes pursuant to section 147 through 152 of the Act, and any attempt made by the Commissioner to assist the parties to settle all or any part of the matter. Information relating to the adjudication of pay equity matters. Information relating to the administration of monetary penalties in select instances of non-compliance. Information related to authorization requests.

Document Types: Complaints, representations made by parties in a dispute, submissions and third-party reports, documentary evidence, investigators' notes and records of discussions, audit notes and records of discussions, briefing notes, internal and external correspondence, legal opinions and advice, investigation reports, audit reports, reports of findings, records of follow-up on recommendations, case summaries, decisions, authorization requests.

Record Number: CHRC DPC 030

Accessibility

This core responsibility focuses on the role of the Office of the Accessibility Commissioner at the Canadian Human Rights Commission and its mandate to promote accessibility in federal public and private sector organizations. The Commission administers and enforces the *Accessible Canada Act (ACA)* and supports federally regulated employers to take a proactive approach to remove barriers to accessibility within their organizations. This means: promoting compliance through outreach and providing tools and resources to employers; monitoring compliance through inspections; enforcing compliance when necessary; resolving accessibility complaints; using compliance and other accessibility data to identify emerging issues and opportunities to improve accessibility; preparing accessibility reports to Parliament, including to the Minister of Justice and the Minister of Employment, Workforce Development and Disability Inclusion.

Policy, Planning, Reporting

Description: Information relating to the administration, monitoring and enforcement of the *ACA*. This includes the collection and tracking of compliance and other accessibility data to identify emerging issues and opportunities to improve accessibility. It also includes the preparation of accessibility reports to Parliament, the Minister of Justice and the Minister of Employment, Workforce Development and Disability Inclusion.

Document Types: Research, data, analysis, reports, plans, policies, correspondence, communications, presentations, and advice on matters pertaining to compliance with the *ACA*.

Record Number: CHRC DPC 040

Promotion, Education, Advocacy

Description: Information relating to the promotion and fostering of accessibility, through compliance with the *ACA*, including guidance, tools and other resources.

Document Types: Research, data, analysis, reports, plans, correspondence, communications, presentations, and advice on matters pertaining to compliance with the *ACA*.

Record Number: CHRC DPC 050

Compliance and Enforcement

Description: Information relating to the administration, monitoring and enforcement of the *ACA* through inspections and the issuance of inspection, production and compliance orders, as set out in sections 73, 74 and 75 of the *ACA*. Information relating to the administration of monetary penalties in select instances of non-compliance, as per section 77 of the *ACA*. Information relating to the conduct of an investigation into a complaint filed under subsection 94(1) of the *ACA*. Information relating to dispute resolution activities, as per section 99 of the *ACA*.

Document Types: Complaints, representations made by parties in a dispute, submissions and third-party reports, documentary evidence, investigators' notes and records of discussions, inspection notes and records of discussions, briefing notes, internal and external correspondence, legal opinions and advice, investigation reports, inspection reports, briefing notes, reports of findings, records of follow-up on recommendations, case summaries.

Record Number: CHRC DPC 060

Federal Housing Advocate and the Office of the Federal Housing Advocate

The Federal Housing Advocate is housed at and supported by the Canadian Human Rights Commission. The goal of the Federal Housing Advocate's work is to drive change on key systemic housing issues and advance the right to housing for all in Canada. The Advocate will monitor the human right to adequate housing and the National Housing Strategy, and ensure a meaningful voice and role for affected individuals and communities. The Advocate is responsible for making recommendations to improve Canada's housing laws, policies and programs so that they enable people and families in Canada to have access to adequate, affordable and safe housing that meets their needs. The Advocate also sits as an ex-officio member of the National Housing Council.

A listing of the duties and functions of the Advocate can be found in the [frequently asked questions](#) on the Commission's website.

Policy, Planning, Reporting

Description: Information relating to systemic housing issues. Information relating to the progressive realization of the right to housing in Canada. Information relating to the impacts of federal legislation, policies and programs affecting the housing system, including the *NHSA* and the related National Housing Strategy. Information relating to research, studies, and stakeholder consultations on systemic housing issues. Information relating to submissions on systemic housing issues received from affected groups and the referral of key systemic issues to the National Housing Council for hearings before a Review Panel. Information relating to annual reports to the Minister of Housing, Infrastructure and Communities and information relating to recommendations to the Minister on how to address systemic housing issues and to improve Canada's housing laws, policies and programs.

Document Types: Research, data, analysis, reports, plans, correspondence, communications, presentations, and advice on matters pertaining to systemic housing issues.

Record Number: CHRC DPC 070

Promotion, Education, Advocacy

Description: Information relating to the promotion and realization of the right to housing in Canada. This includes raising awareness on the most common and critical housing issues people are facing and amplifying the voices of those impacted by housing need and homelessness.

Document Types: Research, data, analysis, reports, plans, correspondence, communications, presentations, and advice on matters pertaining to systemic housing issues.

Record Number: CHRC DPC 080

Internal Services

Internal services are the services that are provided within a department so that it can meet its corporate obligations and deliver its programs. There are 10 categories of internal services:

- acquisition management services
- communications services
- financial management services
- human resources management services
- information management services
- information technology services
- legal services
- management and oversight services
- materiel management services
- real property management services

Acquisition management services

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 services

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 services

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 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](#)

- [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
- [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct 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](#)
 - [Employee Performance Management Program 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 Codes for the Public Sector and Organizational Code\(s\) of Conduct 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 services

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.

- [Access to Information and Privacy Class of Record](#)
 - [Access to Information Act and Privacy Act Requests Personal Information Bank](#)
- [Information Management Class of Record](#)
 - [Library Services Personal Information Bank](#)

Information technology services

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](#)

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 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 management services

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.

- [Material Management Class of Record](#)
 - [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)

Real property management services

Real property services involve activities undertaken to ensure that 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](#)
 - [Real Property Management Personal Information Bank](#)

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.

- [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 Cards and Access Badges Personal Information Bank
 - Disclosure of Wrongdoing in the Workplace Personal Information Bank
 - Personnel Security Screening Personal Information Bank
 - Security Incidents and Privacy Breaches 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

Personal Information may be accumulated in the course of conducting the programs and activities of the Canadian Human Rights Commission, which is not contained in any specific information bank. Such personal information relates to general correspondence, complaints, or enquiries, and is not kept using the name of individuals or other personal identifiers. This personal information is normally retrievable only if specifics are provided concerning the subject matter, the corresponding program activity, and the approximate date. The retention periods for these classes of personal information are controlled by the retention schedules of the files in which they are stored.

Manuals

- Complaint Processing Manual for Employees
- Complaint Rules
- Employment Equity Compliance Audit Manual
- Procedures Manual Legal Services Division

Additional information

For general information about making a request for access to information or personal information, see [Make an access to information or personal information request](#).

To make a request for information online, access the [Access to Information and Personal Information Online Request Service](#).

To make a request for information under the *Access to Information Act* or the *Privacy Act* by mail, mail your letter or completed [Access to Information Request Form](#) (*Access to Information Act*) or [Personal Information Request Form](#) (*Privacy Act*), along with any necessary documents (such as consent or the \$5 application fee for a request under the *Access to Information Act*), to the following address:

Attention: ATIP Delegate
Canadian Human Rights Commission
Access to Information and Privacy Unit
Canada Building
344 Slater Street, 8th Floor
Ottawa, Ontario K1A 1E1
Tel: 343-571-2693 / 343-571-2692 or 1-800-214-1090
Or via email to: ATIP.AIPRP@chrc-ccdp.gc.ca

In accordance with the *Access to Information Act* and the *Privacy Act*, an area on the premises will be made available to review original materials on site if that is the applicant's preference (and it is practical to do so), or if it is not practical to create copies of the material.

Please note: Each request made to the Canadian Human Rights Commission under the *Access to Information Act* must be accompanied by an application fee of \$5. For requests made online, this is paid at the time of application via credit card. For requests made by mail, this should be paid by enclosing cheque or money order made payable to the Receiver General for Canada.

The Government of Canada encourages the release of information through requests outside of the formal request processes. To make an informal request, contact:

Canadian Human Rights Commission
Access to Information and Privacy Unit
Canada Building
344 Slater Street, 8th Floor
Ottawa, Ontario K1A 1E1
Tel: 343-571-2693 / 343-571-2692 or 1-800-214-1090
Or via email to: ATIP.AIPRP@chrc-ccdp.gc.ca

You may also wish to search summaries of completed access to information requests for which the Canadian Human Rights Commission has already provided responses [[link](#)], as this information may be more easily obtained.

The Canadian Human Rights Commission conducts Privacy Impact Assessments (PIAs) to ensure that privacy implications will be appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented. Summaries of completed PIAs are available upon request.