

Privacy Management Annual Report 2017-18

This report is produced by HealthShare NSW in accordance with annual reporting requirements regarding privacy matters, as set out in clause 6 of the *Annual Reports (Departments) Regulation 2015* and in clause 8 of the *Annual Reports (Statutory Bodies) Regulation 2015*.

HealthShare NSW is committed to meeting its privacy obligations under the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002* through appropriate governance and the provision of privacy information, training and support to staff.

Key components of our approach to privacy management include:

- A designated Privacy Contact Officer
- Mandatory online training
- Privacy and Security Assessment Framework including online notification and review of internal changes to the management of Health and Personal Information
- Access to Privacy policies and manuals
- A generic Privacy e-mail account to provide advice to staff and the public

The HealthShare NSW Privacy Contact Officer provides legislative, policy and compliance support and advice to staff. The Privacy Contact Officer actively participates in privacy networking and professional development.

Operational privacy issues and privacy complaints are addressed as required, either as informal complaints, handled through existing complaints handling processes, or as formal complaints under privacy law via the Internal Review process, in accordance with section 53 of the *Privacy and Personal Information Protection Act 1998* and/or section 21 of the *Health Records and Information Privacy Act 2002*, and *NSW Health Privacy Internal Review Guidelines*.

Actions have been undertaken by HealthShare NSW as appropriate resulting from these privacy matters, including review of policies, practices and staff training.

Internal Review

The *Privacy and Personal Information Protection Act 1998* provides a formalised structure for managing privacy complaints relating to this Act and to the *Health Records and Information Privacy Act 2002*. This process is known as 'Internal Review'.

There were no privacy Internal Review matters during the 2017-18 reporting period.

Peter Goodchild
Privacy Contact Officer
HealthShare NSW
30 October 2018