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HealthShare NSW

# Privacy Management Annual Report

2022-23

August 2023

[healthshare.nsw.gov.au](https://healthshare.nsw.gov.au)



# Privacy Management Annual Report

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## Statutory Requirements

This report is produced by HealthShare NSW in accordance with annual reporting requirements regarding privacy matters, as set out in:

- NSW Annual Reports (Departments) Regulation 2015, Clause 6, and
- NSW Annual Reports (Statutory Bodies) Regulation 2015, Clause 8.

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## Part 1. Compliance activities

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.

HealthShare NSW provides ongoing privacy information and support to its staff through:

- Access to a privacy information leaflet for staff.
- Delivery of privacy training on-line as mandatory training.
- Access to Privacy policies and manuals
- A generic Privacy e-mail account to provide advice to staff and the public
- Short Privacy Awareness Animation
- Internal Audit Activities

HealthShare NSW's Privacy Contact Officer has continued to provide legislative, policy and compliance support/advice to health service staff, particularly in relation to access to, and disclosure of personal information and personal health information.

The launch of the Privacy and Cyber Security Champions Network has been a key initiative during the reporting period to provide staff with a way to collaborate and develop and deepen their knowledge and skills in these areas. Face to face training and opportunities to discuss privacy issues have been provided to various business areas across the organisation.

A contract tagging project has also been undertaken to measure privacy risks to the organisation arising from third party contractors. Another key project has been to define organisational responsibilities for privacy across HealthShare directorates and business units.

The Privacy team also actively engages with communities of practice such as the NSW Privacy Contact Officer Network and the NSW Privacy and Right to Know Practitioner Network, and regulatory bodies such as the Information and Privacy Commission, and external bodies including the Crown Solicitors Office and IAAP to keep abreast of developments in this area.

## Privacy complaints

Complaints may either be addressed as informal complaints, handled through existing complaints handling and investigation processes.

Alternatively, a complaint may be handled formally under privacy law via the internal review process, in accordance with the NSW privacy legislation and the *NSW Health Privacy Internal Review Guidelines*.

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

## Part 2. 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’.

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### Internal review applications

During 2022-23, HealthShare NSW had no internal review applications.

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*21 August 2023*

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*24 August 2023*