

Privacy Management Annual Report 2019 - 2020

Statutory requirements

This report is produced by Northern Sydney Local Health District 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.*

Part 1. Compliance activities

Northern Sydney Local Health District 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.

The Northern Sydney Local Health District provides ongoing privacy information and support to its staff through:

- Provision of privacy awareness sessions at new staff and volunteer orientation.
- Access to a privacy information leaflet for staff.
- A privacy intranet website which provides staff with access to:
 - NSW privacy legislation
 - NSW Health Privacy Manual for Health Information
 - NSW Health Privacy Internal Review Guidelines
 - NSW Health Privacy Management Plan
 - Privacy training details
 - Links to external resources including the NSW Information and Privacy Commission
- Delivery of privacy training, available either on-line as mandatory training or on-demand, tailored face to face programs.
- Access to privacy information posters and patient information leaflets, a copy of which is available to all patients/clients attending a Northern Sydney Local Health District facility.
- Privacy information is provided to consumers through an Information Privacy Internet site at: <https://www.health.nsw.gov.au/patients/privacy/Pages/default.aspx>
- Privacy Audits on access to information systems.

The Northern Sydney Local Health District's Privacy Contact Officer has continued to provide policy and compliance support and advice to health service staff, particularly in relation to access to, and disclosure of personal health information and electronic medical records.

The Privacy Contact Officer actively participates in privacy networking and professional development, and attended privacy information and network sessions during 2019-20 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

Privacy complaints

Privacy complaints are managed in accordance the NSW Health Privacy Internal Review Guidelines.

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'.

For the 2019/2020 reporting year, internal review applications and outcomes can be summarised as follows:

1.	Number of internal review applications carried over from the previous reporting year:	Nil
2.	Number of internal review applications received in the current reporting year:	Eight internal review applications received
3.	Number of internal reviews where at least one breach of a privacy principle has been found:	Four internal reviews found that there had been a breach of a privacy principle
4.	Number of internal reviews where no breach of a privacy principle has been found:	Four internal reviews found that there had been no breach of a privacy principle
5.	Number of internal reviews appealed in the NSW Civil and Administrative Court (NCAT):	Two reviews with one review still in progress with NCAT
6.	Number of NCAT matters where judgement found in favour of the agency:	One
7.	Number of NCAT matters where judgement found in favour of the applicant:	Nil
8.	Number of NCAT matters awaiting judgement:	One

Report prepared by:

Carol Parker
Privacy Contact Officer
Northern Sydney Local Health District

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Approved for publication by:

Certified a correct record by
Deb Willcox
Chief Executive
Northern Sydney Local Health District

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