

## Privacy Management Annual Report 2015-16

The NSW Agency for Clinical Innovation (ACI) meets its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff.

The ACI provides ongoing privacy information and support to its staff through:

- The ACI Intranet which provides staff with access to:
  - The NSW Privacy Manual for Health Information
  - An electronic copy of the Privacy Information leaflet for staff
- Designating a privacy contact officer for the organisation during 2015-16
- Provision of privacy information to new staff
- Provision of privacy training, as on-line mandatory training and additional on-line privacy training to relevant staff
- Access to the privacy information leaflet for staff
- Privacy information including links to the IPC on the ACI's public website

The ACI's Privacy Contact Officer and other delegated staff provide policy and compliance support/advice to ACI staff, particularly in relation to access to, and disclosure of personal information and personal health information. The Privacy Contact Officer and other ACI representatives also attended privacy information and networking sessions during 2015-16.

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.

The ACI has taken actions around privacy such as reviewing practices; the availability of supporting privacy information 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'.

No Privacy internal review's were carried over from 2014-15.

During 2015-16, the ACI received no new applications for internal review.

**John Marshall**  
**Privacy Contact officer**  
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