

## Privacy Management Annual Report 2020-21

### Statutory requirements

This report is produced by the NSW Agency for Clinical Innovation (ACI) 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

*The NSW Agency for Clinical Innovation* 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 *ACI* provides ongoing privacy information and support to its staff through:

- Provision of privacy awareness sessions for new staff.
- Development of a privacy intranet website which provides staff with access to:
  - NSW Health Privacy Manual for Health Information
  - NSW privacy legislation
  - NSW Statutory Guidelines on Research
  - Details of mandatory and additional online privacy training
  - Links to the NSW eHealth supported Secure File Transfer application
  - Links to external resources including the NSW Information and Privacy Commission
- Access to a privacy information leaflet for staff, electronically or in hardcopy form.
- Online links to privacy information including key legislation, the NSW Health Privacy Manual for Health Information in addition to links to the Information and Privacy Commission on the *ACI's* public website  
<https://www.aci.health.nsw.gov.au/about-aci/privacy>
- Delivery of privacy training, virtually via Skype for Business, Microsoft Teams or face to face for new employees, on-line mandatory training and additional on-line privacy training to relevant staff via My Health Learning, on demand, tailored programs.

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

The Privacy Contact Officer actively participates in privacy networking and professional development and attended privacy information and network sessions during 2021-21 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 2020-21 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:	One
2.	Number of internal review applications received in the current reporting year:	Zero
3.	Number of internal reviews where at least one breach of a privacy principle has been found:	Zero
4.	Number of internal reviews appealed in the NSW Civil and Administrative Court (NCAT):	Zero
5.	Number of NCAT matters where judgement found in favour of the agency:	N/A
6.	Number of NCAT matters where judgement found in favour of the applicant:	N/A
7.	Number of NCAT matters awaiting judgement:	N/A

---

**Report prepared by:**

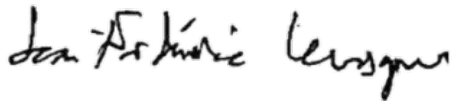


---

*John Marshall*  
Privacy Contact Officer  
NSW Agency for Clinical Innovation

*27 August 2021*

**Approved for publication by:**



---

*Dr Jean-Frederic Levesque*  
Chief Executive  
NSW Agency for Clinical Innovation

*30 August 2021*