



Privacy Management Annual Report 2017-18

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
- Provision of privacy information and a short presentation to new staff upon orientation
- Provision of privacy training, as on-line mandatory training and additional on-line privacy training to relevant staff via My Health Learning
- Access to hard copies of the Privacy Information Leaflet for Staff
- Other privacy information, including links to the Information and Privacy Commission 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 2017-18; including sessions either partly or fully devoted to My Health Record.

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.

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 Internal Reviews were carried over from 2016-17.

During 2017-18, no new applications for Internal Review were received; however the ACI undertook an assessment of an Internal Review from 2016-17. That assessment confirmed the original findings made that no breaches of the Information Privacy Principles nor the Health Privacy Principles were identified.