

Privacy Management Annual Report 2022-23

This report is produced by eHealth NSW in accordance with the Ministry of Health's annual reporting requirements regarding privacy matters.

Part 1. Compliance activities

eHealth NSW is committed to meeting its privacy obligations under the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act) through appropriate governance and the provision of privacy information, training and support to staff.

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

- Privacy awareness training at staff and volunteer orientation.
- 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
 - Links to mandatory privacy training
 - Links to external resources including the NSW Information and Privacy Commission.
- Guided on-line privacy training and provided on-demand, tailored face to face programs.
- Access to a privacy information leaflet for staff.
- Privacy information is provided to consumers through an Information Privacy Internet site at: <https://www.ehealth.nsw.gov.au/privacy>.
- Privacy audits on access to information systems.
- Completion of Privacy Impact Assessments and Privacy and Security Assessments as required on projects involving the handling of personal or health information.
- A generic Privacy e-mail account monitored by the Privacy Contact Officer to provide assistance to staff and the public.

The eHealth NSW Privacy Contact Officer has continued to provide policy and compliance support and advice to health service staff, with a focus on facilitating access to, and disclosure of, personal health information and electronic medical records.

The Privacy Contact Officer actively participates in privacy networking and professional development, including attendance at the privacy information and network sessions during 2022-23 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit

Part 2. Internal review

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

The PPIP Act provides a formal structure for managing privacy complaints relating to this Act and to the HRIP Act. This process is known as ‘internal review’.

For the 2022-23 reporting year, there were NIL internal review applications received by eHealth NSW.