

Tab A

SESLHD Privacy Management Annual Report 2020-2021

Statutory requirements

This report is produced by SESLHD 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

SESLHD 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.

SESLHD provides ongoing privacy information and support to its staff through:

- Privacy awareness training at staff and volunteer orientation and to other staff on demand.
- Privacy Awareness Week.
- Access to a privacy information leaflet for staff.
- Privacy advice and consultations for internal stakeholders.
- Participation in privacy networking and professional development.
- Ministry of Health privacy resources including: staff privacy leaflet, the Privacy Management Plan, mandatory HETI privacy training, privacy policy and privacy website links in internal and external webpages.

SESLHD's Privacy Officer has provided 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 Officer participates in privacy networking and professional development, and attended privacy information and network sessions during 2020/2021 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 related to this Act and to the *Health Records and Information Privacy Act 2002*. This process is known as 'internal review'.

For the 2020-2021 reporting year, internal review applications and outcomes are set out in the following Table.

1.	Number of internal review applications carried over from the previous reporting year:	0
2.	Number of internal review applications received in the current reporting year:	2
3.	Number of internal reviews where at least one breach of a privacy principle has been found:	0
4.	Number of internal reviews where no breach of a privacy principle has been found:	0
5.	Number of internal reviews appealed in the NSW Civil and Administrative Court (NCAT):	2
6.	Number of NCAT matters where judgement found in favour of the agency:	0
7.	Number of NCAT matters where judgement found in favour of the applicant:	0
8.	Number of NCAT matters awaiting judgement:	2

Report prepared by

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