

Privacy Management Annual Report 2024-5

This report is produced by HealthShare NSW in accordance with Ministry of Health annual reporting requirements regarding privacy matters.

Part 1. Compliance activities

HealthShare 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.

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

- Privacy awareness training at staff and volunteer orientation
- The Privacy and CyberSec Champions Network
- A number of internal organisational policies and procedures
- Mapping and risk assessment of all information across the organisation
- A privacy intranet page 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 online privacy training and providing on-demand, tailored face to face programs
 - Access to a privacy information leaflet
 - Privacy information provided to consumers through an Information Privacy website at: <https://www.healthshare.nsw.gov.au/privacy>
- Privacy audits on access to information systems
- The HealthShare NSW Privacy Contact Officer has continued to provide 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 Contact Officer actively participates in privacy networking and professional development and attended privacy information and network sessions during 2024-25 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

Part 2. Internal review

Privacy complaints are managed in accordance 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 2024-25 reporting year, internal review applications and outcomes can be summarised as follows:

Internal review applications received 2024-25

During 2024-25, HealthShare NSW received two applications for Internal Review.

Date received	20 August 2024
Privacy Principle breached	Yes
Details	The applicant complained that the agency had breached Information Protection Principle(s) 5 and 11 in relation to their personal information, and Health Privacy Principle(s) 5 and 11 in relation to their personal health information The agency undertook an investigation and concluded that a breach/es of Information Protection Principle 5 and Health Privacy Principle 5 had not occurred and breach of Protection Principle 11 and Health Privacy Principle 11 had occurred.
Further review in NCAT	No

Date received	30 January 2025
Privacy Principle breached	No
Details	The applicant complained that the agency had breached health Privacy Principle(s) 1, 2, 3, 11 in relation to their personal information. The agency undertook an investigation and concluded that a breach/es of 1, 2, 3, 11 had not occurred.
Further review in NCAT	Yes

Report prepared by:

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Date: 1 July 2025

Approved by:

Wendy Hughes

Chief Executive

Date: 7 July 2025