



Privacy Management Annual Report 2014-15

Nepean Blue Mountains Local Health District (NBMLHD) meets its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff through:

- A privacy Intranet website which provides staff with access to:
 - NSW privacy legislation
 - NSW Health privacy policies (Privacy Manual for Health Information, Privacy Management Plan and Privacy Internal Review Guidelines)
 - Privacy training
 - FAQs
 - Links to external resources including the NSW Information and Privacy Commission
- Provision of privacy awareness at new staff and volunteer orientation
- Provision of privacy training, available either on-line as mandatory training or face to face
- Provision of legislation, policy and compliance support/advice to health service staff by the LHD Privacy Contact Officer and other delegated staff
- Access to a privacy information leaflet for staff
- Access to privacy information posters and patient information leaflets, a copy of which is available to all patients/clients attending a Nepean Blue Mountains facility
- Privacy Audits on access to information systems.

Privacy information is provided to consumers through an Information Privacy Internet site at <http://www.nbmlhd.health.nsw.gov.au/right-to-information/information-privacy>.

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*.

During 2014-15, Nepean Blue Mountains Local Health District received three new information privacy complaints via the process of statutory Internal Review and one privacy internal review was carried over from 2013-14, as detailed below. Actions have been undertaken by NBMLHD as appropriate resulting from these complaints, including review of policies, practices and staff training.

- Application for internal review was received in March 2014, alleging a breach of IPP's 5, 10 and 11 and HPP's 5, 10 and 11 – security, use and disclosure principles. The internal review was completed in July 2014 and concluded that breaches of IPP's 5, 10 and 11 and HPP's 5, 10 and 11 were unable to be substantiated. The applicant was dissatisfied with this outcome and sought further review from the NSW Civil and Administrative Tribunal in September 2014. The matter was still before the Tribunal at the close of the 2014-15 reporting period.

- Application for internal review was received in October 2014, alleging a breach of IPP's 5, 10 and 11 and HPP's 5, 10 and 11 – security, use and disclosure principles. As the person who submitted the application was not the individuals to whom the information related, that is, it was not the applicant's personal information that was allegedly breached, the application was deemed not to be valid until further information/authorisation from the aggrieved parties was provided. This was not forthcoming and the application was subsequently closed. However, it is noted that some of the alleged events were investigated as part of the internal review conducted in response to the application received in March 2014.
- Application for internal review was received in November 2014, alleging a breach of HPP 11 – disclosure principle. To enable a full investigation of the matter, further information was requested from the applicant. This was not forthcoming and the applicant was subsequently advised in June 2015 that the matter was unable to be fully investigated due to lack of insufficient information/evidence.
- Application for internal review was received in March 2015, alleging a breach of HPP's 10 and 11 - use and disclosure principles. The investigation into this matter was still being finalised at the close of the reporting period.

Lynne Paine, Privacy Contact Officer