

Privacy Management

Plan

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1. Plan Statement

The Greater Cities Commission (Commission) takes the privacy of its staff, members of the public and other stakeholders seriously. Section [33](#) of the [Privacy and Personal Information Protection Act 1998](#) requires agencies to have a privacy management plan.

This Privacy Management Plan (Plan) is an important tool for establishing clear guidelines that explain how the Commission upholds the privacy rights of its staff, members of the public and other stakeholders when collecting or handling personal or health information.

The purpose of this Plan is to:

- inform staff, members of the public and other stakeholders about what personal and health information is necessary for the Commission to collect and handle in order to perform its' principal objectives and functions;
- detail the Commission's strategies, standards, and procedures for ensuring compliance with the [Privacy and Personal Information Protection Act 1998](#) (PIPP Act) and the [Health Records and Information Privacy Act 2002](#) (HRIP Act);
- ensure staff are informed about how the requirements of the PPIP Act and HRIP Act apply to the personal and health information that the Commission may collect, hold, or maintain;
- outline how people can request access to and/or amend their personal or health information, held by the Commission;
- explain the avenues available for people to report a suspected privacy breach and request an investigation or review; and
- detail the Commission's internal review procedures for a suspected privacy breach.

The PPIP Act and HRIP Act are the legislative instruments that define personal information and health information. See [Appendix 1](#) and [Section 2](#) for definitions and examples for what constitutes personal and health information.

The Commission takes the privacy of its staff and the people of NSW seriously and we will protect privacy with the use of this plan as a guide and reference tool.

2. Role and function of the Greater Cities Commission

The Commission is established by the [Greater Cities Commission Act 2022](#) (GCC Act). The Commission has been charged with creating Australia's first global city region. Our role is to coordinate and align the planning that will shape the future of our cities, accelerate the delivery of key innovation districts and lead discussion on major city-shaping issues. The Commission helps create good jobs closer to where we live, opportunities to attract world-class industry and talent, and make the cities more productive, liveable and sustainable for everyone. An independent statutory body, the Commission reports directly to the NSW Government.

The six cities region includes the Lower Hunter and Greater Newcastle City, the Central Coast City, the Illawarra-Shoalhaven City, the Western Parkland City, Central River City and Eastern Harbour City.

Section [10](#) of the GCC Act identifies the functions the Commission may exercise. A non-exhaustive summary of the functions defined under s [10](#) are outlined below:

- to provide reports, advice and make recommendations to (or with approval from) the Responsible Minister on matters relating to the six cities region, including:
 - land use
 - infrastructure
 - planning

- development
- to provide advice to the Minister on the application of any development fund created under the Planning Act, section 7.35 for land in the six cities region; or
- to assist local councils in the six cities region and other government agencies with the implementation of any plan or proposal relating to development within the six cities region.

The Commission may also exercise other functions conferred or imposed on it by the GCC Act or other legislation.

The Commission collects, holds, uses and discloses personal information and health information for the purpose of carrying out its functions. For instance, the Commission may handle personal and health information for the purpose of:

- managing correspondence on behalf of the CEO and Commissioners;
- recruitment and management of staff by People and Culture;
- managing community or stakeholder engagement and consultation;
- complaints handling; and
- managing applications for Government information under the [Government Information \(Public Access\) Act 2009](#) (GIPA Act).

3. What is personal information and health information?

3.1. Personal information

Personal information is defined in s [4](#) of the *PPIP Act* as ‘information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion’.

Personal information is information that identifies a person and may include:

- a written record which may include an individual’s name, address, and other details; or
- electronic records, photographs, images, video or audio footage and maps; or
- biometric information such as fingerprints, blood, and records of genetic material.

Section [4\(3\)](#) and section [4A](#) of the *PPIP Act* excludes certain types of information as personal information. Some of these include:

- information about a person contained in publicly available publications;
- information about a person’s suitability for appointment or employment in the public sector; and
- information about a person who has been deceased for more than 30 years;

3.2. Health information

Section [6](#) of the *HRIP Act* defines ‘**health information**’ as:

- personal information or an opinion about:
 - the physical or mental health or disability (at any time) of an individual;
 - an individual’s express wishes about the future provision of health services to him or her;
 - a health service provided, or to be provided, to an individual, or

- other personal information collected
 - relating to provision of a health service; or
 - in connection with the donation of an individual’s body parts, organs or body substances; or
 - about genetic information pertaining to an individual arising from health service provisions that could potentially predict the health of the individual or his/her relative; or
 - healthcare identifiers.

4. What personal and health information do we hold?

To fulfill our functions may require the Commission to collect and store specific personal information and health information, including (but not limited to):

- contact information for meeting contacts and Committee or stakeholders;
- contact information and any other personal or health information contained in a formal submission to a draft plan on exhibition;
- contact information and any other personal or health information contained in general correspondence, feedback or a complaint made to the Commission; and
- contact information and any other personal or health information contained in a formal access application for government information made under the GIPA Act.

The Commission also collects and maintains personal and health information about its staff as a requirement to retain appropriate employment records relating to:

- payroll, attendance and leave records;
- training, disciplinary, performance management and evaluation records;
- conflict of interest and private interest declarations;
- workers compensation records and work health and safety records;
- records of gender, ethnicity, and disability of staff for equal employment opportunity reporting purposes.

The Commission does not share or release any personal or health information for secondary purposes, such as unrelated marketing purposes, without the express consent of the individual for whom the information is about; or otherwise as required by law.

For example, where contact details have been provided as part of an enquiry made to the Commission, that information will only be used to assist in managing and responding to that enquiry and will not be used for any other purpose except for when expressly consented to by that individual.

4.1. Public registers

The Commission maintains and publishes some personal information on its website. This information is contained in a register and published in order to comply with certain legislative requirements. The registers that the Commission maintains and publicly releases include:

- eTendering NSW
- Formal Access Application Disclosure Log
- Registered Lobbyists Contact Register
- Gifts of Government Property Register

More information about the Commission’s public registers can be found in the Commission’s

Engaging with Lobbyists and Business Contacts Policy, Gifts, Benefits and Hospitality Policy, and the Information Access Policy.

4.2. Storing and handling personal and health information

The Commission maintains high standards for the handling and storage of personal and health information in accordance with the [State Records Act 1998](#).

CM9 is the Commission's official records management system.

Guidance for staff relating to the appropriate standards for safe handling of personal and health information are found in the Commission's policies and associated materials for information management.

5. How we manage personal and health information

The Commission uses, discloses, and stores personal and health information in fulfillment of its functions and in accordance with the Information Protection Principles (IPPs) outlined in the *PIIP Act* and the Health Privacy Principles (HPPs) outlined in the *HRIP Act*.

The IPPs and HPPs are the standards which the Commission is expected to follow when dealing with personal and health information.

5.1. Collection of personal and health information

PIIP Act ss [8-11](#) and *HRIP Act* HPPs [1-4](#) require collection to be:

- for a lawful purpose;
- directly from an individual;
- meet specific requirements for notice; and
- relevant, not excessive, accurate and not intrusive.

The Commission will not ask for personal or health information unless it is needed. The Commission will especially avoid collecting sensitive personal information if it is not required.

By limiting the collection of personal information to only what the Commission needs, it is easier to comply with privacy obligations.

- Example: when staff design a form, they must ask themselves: "do we really need each piece of this information?"
- Example: if it is necessary to know an individual's age only to provide age-appropriate services, we will ask for their age or year of birth, not their exact date of birth.

A person may rightfully refuse to disclose personal and health information when requested. However, this may impact the Commission's capacity to complete the service such as follow up on a complaint or provide access to specific government information.

The Commission ensures all personal and health information collected is relevant, accurate, up-to-date, complete, and not misleading. Collecting personal information directly from the person assists in maintaining accurate records. Information management training is also provided to staff to raise awareness about what is relevant and accurate information.

Personal and health information will only be collected from a third party where:

- it is lawful to do so, or the individual has authorised collection of the information from someone else; or
- the individual is under 16 years of age – in which case personal and health information may be collected from the individual’s parent or guardian; or
- it would otherwise be unreasonable or impracticable to collect information directly from the individual.

Privacy notices

Where reasonable to do so, individuals will be notified that their information is being collected via a ‘**privacy notice**’, which will be included on an application form, web page, recorded message or in a verbal notice at the time the personal information is collected, or as soon as practicable afterwards.

5.2. Use and disclosure of personal and health information

PIIP Act ss [16-19](#) and *HRIP Act* HPPs [9-11 & 14](#) require an agency to:

- Check the information before using it to make sure it is relevant, up to date, complete and not misleading;
- Not use information for a purpose other than the collection purpose except in limited circumstances; and
- Not disclose information for a purpose other than the collection purpose except in limited circumstances.

The Commission uses personal and health information internally. This includes the provision of information to contractors engaged by the Commission to manage information on our behalf in circumstances where the Commission retains control over the handling and use of the information.

Personal and health information is only used for:

- The primary purpose for which it was collected
- A directly related purpose
- Another purpose where it is reasonably necessary to prevent or lessen a serious and imminent threat to life or health of the individual to whom the information relates or of another person
- Another purpose for which the individual has consented, or
- Another purpose where permitted by law.

Some examples of where the law permits us to use personal or health information for another (secondary) purpose include:

- quality assurance activities such as monitoring, evaluating, and auditing;
- work health and safety laws require that we use information to ensure the safety of our employees; or
- unsatisfactory professional conduct or breach of discipline.

When personal information is disclosed by the Commission, it means that the information is given to a third party *outside* the Commission to use for their own purposes. Personal information will only be disclosed if:

- The disclosure is directly related to the purpose for which the information was collected; or
- The individual has been made aware in the privacy notice that information of the kind in question is usually disclosed to the recipient; or

- We reasonably believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to life or health; or
- Where the disclosure is otherwise authorised by law.

Sensitive information

PPIP Act s 19 and HRIP Act HPP 14 an agency must:

- Comply with special restrictions on disclosing or transferring sensitive information outside NSW.

The Commission recognises that additional protection should be given to sensitive personal information (relating to an individual's ethnic or racial origin, political opinions, religious or philosophical beliefs, trade union membership or sexual activities). Sensitive personal information can generally only be disclosed when the individual has consented to the disclosure or when it is necessary to prevent a serious and imminent threat to life or health.

In the case of health information, the Commission will not disclose health information for the primary collection purpose or otherwise unless:

- The individual has consented to the disclosure;
- The disclosure is directly related to the purpose for which it was collected and the individual would reasonably expect us to disclose the information for that purpose; or
- The disclosure is necessary to prevent or lessen a serious and imminent threat to life, health or safety.

Circumstances in which the Commission may disclose personal and health information include when the Commission is managing investigations, complaints, or claims. In many cases where personal and health information is used it is anonymised.

5.3. Retention and security

PPIP Act s 12 and HRIP Act HPP 5 require an agency to:

- Keep information only for as long as necessary for its lawful purposes for use;
- Dispose of the information appropriately;
- Protect the information through appropriate safeguards; and
- Do everything reasonably within its power to protect the information when the information is given to another person to provide a service to the agency.

The Commission stores information in a variety of ways, including: official records management system, databases, cloud storage and in various physical locations.

Some of the security measures taken by the Commission include:

- Restricting access to all IT systems and databases to ensure that only authorised users with a clear business need can access them.
- Use of strong passwords for computer access and a mandatory requirement that all staff change computer access passwords on a regular basis.
- Print on demand (secured printing).
- Implementing and maintaining security software across all network components in arrangements for data transmissions (including encryption and password protection where appropriate), backup and storage.

- Providing staff with access to secure storage spaces near workstations to secure documents and devices.
- Physically securing sensitive and confidential information in locked rooms.
- Implementing and observing a clean desk policy.
- Providing secure spaces for the storing of confidential information and the occurrence of confidential meetings between staff.
- Aligning with obligations under the NSW Government [Information Management Framework](#) and [Cyber Security Policy](#).
- Adopting best practice in electronic and paper records management and complying with our obligations under the [State Records Act 1998](#).
- Keeping information for only as long as necessary.
- When no longer required, destroying information in a secure manner as appropriate (for example, using secure (locked) recycling bins and shredders).
- Where it is necessary for information to be transferred to a third-party provider for the purposes of providing a service, contract terms are developed that would prevent the third-party from unauthorised use or disclosure of personal information held by the Commission.
- Providing mandatory information security awareness training to Commission staff.

5.4. Additional Health Privacy Principles

HPPs [12, 13 & 15](#) require an agency to:

- Only assign health identifiers to individuals if reasonably necessary to enable it to carry out its functions efficiently.
- Give an individual the opportunity not to identify themselves with respect to health services or transactions.
- Not include a health record in a health record linkage system without consent, nor disclose an identifier without consent.

Identifiers are used to uniquely identify an individual and their health records. An identifier does not need to use a person's name as they are designed to be unique to a specific individual (for example, a customer number, unique patient number, tax file number, or driver licence number).

The Commission does not generally require the collection and use of health information from members of the public or other stakeholders in the fulfillment of its functions and as such does not use unique identifiers for health information.

Exceptions may arise where the Commission may determine it necessary to request health information from members of the public or other stakeholders. In such an instance then the need for the use of unique identifiers would be reviewed.

Health records linkage systems may only be used when individuals have expressly consented to their information being included on such a system, or for research purposes which have been approved by an Ethics Committee and in accordance with the Information Privacy Commission's [Statutory Guidelines on Research](#).

5.5. Exemptions from Information Protection Principles and Health Privacy Principles

PPIP Act ss [22-28](#) relating to law enforcement and related matters; ASIO; investigative agencies; lawful authorisation; where non-compliance benefits and individual; specific exemptions for statutory agencies; information exchanges between public sector agencies; research; credit information; and other exemptions.

The *PPIP Act* contains exemptions to comply with the IPPs in certain situations. For example, the Commission may not be required to comply with the following IPPs in some circumstances:

- Direct collection (s [9](#) (IPP 2) of the *PPIP Act*);
- Notice (s [10](#) (IPP 3) of the *PPIP Act*);
- Access and transparency (ss [13](#) to [15](#) (IPPs 6 to 8) of the *PPIP Act*); or
- Use and disclosure (ss [17](#) to [19](#) (IPPs 10 to 12) of the *PPIP Act*).

Exemptions from HPP's are located mainly in sch [1](#) of the *HRIP Act* and may allow the Commission to not comply with HPPs in certain situations.

For example, compliance with the HPPs in cls [4](#) to [8](#) and [10](#) may be exempt if the Commission is lawfully authorised, required, or permitted not to comply with them.

Exemptions are not used on a regular basis. Wherever an exemption is to be used, then reasonable steps will be taken to be clear about the reasons for using it.

6. How to access or amend information

PPIP Act ss [13-15](#) and *HRIP Act* HPPs [6-8](#) requires an agency to:

- Take reasonable steps to enable any person to ascertain details of the information the agency holds about them;
- When requested, provide individuals with access to their information without excessive delay or expense; and
- Make appropriate amendments or make notations to ensure the information remains accurate, relevant, up to date, complete and not misleading.

Everyone has the right to identify and access the personal and/or health information the Commission holds about them. They also have the right to change their own personal and/or health information the Commission holds, for example, updating their contact details. Where the Commission thinks in the circumstances it is not appropriate to amend the information then you can request a statement about the requested changes be attached to the information.

The Commission is required to support you in identifying what information it holds about you and provide you with access to the personal and/or health information and allow you to amend this information without excessive delay or expense.

There is no fee to identify, access or amend your personal and/or health information.

If people wish to identify, access to and/or amendment of the personal information the Commission holds about them, applications or queries should be directed to the Privacy Officer at governancelegal@gcc.nsw.gov.au.

If staff wish to access or amend their personal information, then they should contact [People and Culture](#).

6.1. Accessing or amending other people's information

Generally, people do not have the right to access someone else's information. Except where s [26](#) of the *PIIP Act* applies. An individual can give consent to the Commission to disclose their personal information to someone else who would not normally have access to it.

Likewise, under ss [7](#) and [8](#) of the *HRIP Act*, an 'authorised representative' can act on behalf of someone else. The HPPs also contain information regarding other reasons the Commission may be authorised to disclose health information, such as in the event of a serious and imminent threat to the life, health and safety of the individual or another person, in order to help find a missing person, or for compassionate reasons.

If none of these circumstances are relevant, a third party can consider making an application for access to government information under the *GIPA Act*.

6.2. Access to information under the GIPA Act

Anyone can access government information that is held by the Commission in accordance with the *GIPA Act*. Sometimes the information requested can include personal and health information of other people.

There are certain considerations that are taken into account before any information is released and the Commission may withhold the personal and health information of another person. For more information about the *GIPA Act* or making an access application, please visit the Commission's website.

7. Strategies for compliance and best practice

The Commission adopts several strategies to implement best practice principles and comply with its obligations under the *PIIP Act* and the *HRIP Act*. These strategies recognise that privacy is a shared responsibility within the agency.

7.1. Policies and procedures

The Commission is required to set out in this plan how policies and practices are developed to ensure compliance by the agency with the requirements of privacy legislation.

This plan sets out a number of specific elements of our privacy protection framework. Policies and practices are developed by:

- examining changes in the legislative, policy or operational environment for their impacts on the Commission's privacy management
- conducting regular reviews of privacy policies and notices
- considering the privacy implications of changes to policies and systems for any procedural changes needed.

In particular, the Commission's [Codes of Ethics and Conduct](#) for Staff and Commissioners outlines the responsibilities of staff and Commissioners in protecting privacy in the course of their duties. All staff and Commissioners are provided with a copy of their respective Code and are regularly reminded of their obligations. The Codes are available on the Commission's website and intranet.

7.2. Promoting privacy awareness

The Commission promotes privacy awareness and compliance by:

- publishing and promoting this plan online.
- including privacy in the staff induction program in the modules for Code of Ethics and Conduct and Fraud and Corruption awareness.
- publishing and promoting all privacy policies and other supporting resources on our intranet to provide information about what to do if staff are unsure about a privacy issue.
- drafting and publishing privacy factsheets on the intranet to provide staff with practical guidance on privacy issues and considerations.
- delivering periodic training across the Commission.
- assessing privacy impacts of new projects or processes from the outset.
- senior executives endorsing a culture of good privacy practice.
- educating the public about their privacy rights and our obligations (for example, maintaining a dedicated privacy page on our website and providing privacy information on forms that collect personal and health information).

8. Your rights

8.1. Requesting an internal review

Any person may make a privacy complaint, by applying for an ‘internal review’ of the conduct they believe breaches an IPP and/or an HPP relating to their personal or health information.

Internal review is the process by which the Commission manages formal, written privacy complaints about how it has dealt with personal information.

The Commission is required to follow the requirements in pt 5 of the *PPIP Act* when carrying out an internal review. This Plan is intended to provide guidance on how that can be achieved.

If you would prefer to resolve your privacy concern informally, please let us know when you contact us at governancelegal@gcc.nsw.gov.au.

8.1.1. Your rights of internal review

By law, an application for internal review must:

- be in writing;
- addressed to the Commission;
- specify an address in Australia to which the applicant is to be notified after the completion of the review; and
- be lodged at the Commission within six months from the time the applicant first became aware of the conduct that they want reviewed.

The Commission encourages the use of the Internal Review Application Form found at **Appendix 4** of this Plan and available on the Commission’s website.

You cannot seek an internal review for a breach of someone else’s privacy unless you are the authorised representative of the other person.

Where the applicant is not literate in English and where there is no other organisation making the

application on their behalf, staff should help the person to write their application. Staff should use a professional interpreter, if necessary. Applications in other languages will be accepted and translated, and all acknowledgments and correspondence to the applicant will be translated.

8.1.2. Internal review process

If the complaint is about an alleged breach of the IPPs and/or HPPs, the internal review will be conducted by the Privacy Officer, or by another person delegated by the Commission's Chief Executive Officer who:

- was not involved in the conduct which is the subject of the complaint;
- is an employee or an officer of the agency; and
- is qualified to deal with the subject matter of the complaint.

The person conducting the internal review will:

- send an acknowledgment letter to the applicant and advise that if the internal review is not completed within 60 days they have a right to seek a review of the conduct by the NSW Civil and Administrative Tribunal; and
- send a letter to the NSW Privacy Commissioner with details of the application. A copy of the written complaint will also be provided to the Privacy Commissioner.

Internal reviews follow the process set out in the [Information and Privacy Commission NSW's Internal Review Checklist](#). When the internal review is completed, the Commission's Privacy Officer will notify the applicant in writing of:

- the findings of the review;
- the reasons for the finding, described in terms of the IPPs and/or HPPs;
- any action the Commission proposes to take and the reasons for the proposed action (or no action); and
- the applicant's entitlement to have the findings and the reasons for the findings reviewed by the NSW Civil and Administrative Tribunal.

The Commission will also send a copy of that letter to the NSW Privacy Commissioner.

Statistical information about the number of internal reviews conducted must be maintained for the Commission's Annual Report.

8.1.3. Timeframes

You must lodge your request for internal review within six months from the time you first became aware of the conduct that you think breached your privacy. The Commission may accept late applications in certain circumstances such as:

- the applicant's ill-health or other reasons relating to capacity; or
- the applicant only recently becoming aware of their right to seek an internal review; or
- the applicant reasonably believing that they would suffer ill-effects as a result of making an application for internal review.

If a late explanation is not accepted then the Commission will provide you with a written explanation.

The Commission will acknowledge receipt of an internal review and will aim to:

- Complete the internal review within 60 calendar days, (the Commission will contact you if the review is likely to take longer than 60 days to complete); and

- Respond to you in writing within 14 calendar days of completing the internal review.

If the internal review is not completed within 60 days, you have a right to seek a review of the conduct by the NCAT.

8.2. External Review by the NSW Civil and Administrative Tribunal

If you are unhappy with the outcome of the internal review conducted by the Commission or do not receive an outcome within 60 days, you have the right to seek an external review by the NCAT.

You have 28 calendar days from the date of the internal review decision to seek an external review under s [53](#) of the [Administrative Decisions Review Act 1997](#) (NSW).

To request an external review, you must apply directly to the NCAT, which has the power to make binding decisions on an external review.

To apply for an external review or to obtain more information about seeking an external review, including current forms and fees, please contact the NCAT:

Website: <https://www.ncat.nsw.gov.au/>

Phone: 1300 006 228
(02) 9377 5711

Visit/post: Level 9, John Maddison Tower,
86-90 Goulburn Street,
Sydney NSW 2000

The NCAT cannot give legal advice, however the NCAT website has general information about the process it follows and legal representation.

8.3. Complaints to the Privacy Commissioner

Individuals have the option of complaining directly to the Privacy Commissioner if you believe that your privacy has been breached.

The Privacy Commissioner can be contacted by any of the following means:

Office: NSW Information & Privacy Commission
Level 17, 201 Elizabeth Street
Sydney NSW 2000

Post: GPO Box 7011
Sydney NSW 2001

Phone: 1800 472 679

Email: ipcinfo@ipc.nsw.gov.au

9. Further information and resources

9.1. Internal policies and procedures

- Code of Ethics & Conduct – Staff
- Commissioners Code of Ethics & Conduct

- Conflict of Interest Policy
- Fraud Corruption and Control Policy
- Grievance Resolution Policy
- Information Access Policy
- Managing Unsatisfactory Performance Procedure
- Records Management Policy
- Risk Management Policy
- Work, Health and Safety Policy

9.2. Legislation

- *Privacy and Personal Information Protection Act 1998*
- *Privacy Code of Practice (General) 2003*
- *Privacy and Personal Information Protection Regulation 2019*
- *Health Records and Information Privacy Act 2002*
- *Health Records and Information Privacy Code of Practice 2005*
- *Health Records and Information Privacy Regulation 2017*
- *Privacy Act 1988 (Cth)*
- *Privacy (Tax File Number) Rule 2015 (Cth)*
- *Anti-Discrimination Act 1977*
- *Criminal Records Act 1991*
- *Government Information (Public Access) Act 2009*
- *Ombudsman Act 1974*
- *Public Interest Disclosures Act 1994*
- *State Records Act 1998*
- *Workplace Surveillance Act 2005*

9.3. Other resources

- Information and Privacy Commission NSW – www.ipc.nsw.gov.au

10. Document management

Document management	
Approver	Executive Director, People and Corporate Services
Author	Senior Projects Advisor, Operations and Governance Manager, Government Services
Revision history	Version 1 – July 2019 Version 2 – December 2020 Version 3 – June 2022
Reviewed by	Governance Officer, Governance and Legal Director, Governance and Legal Information Privacy Commission
Next review date	June 2024
Responsible branch	People and Corporate Services Governance and Legal
CM9 Reference	DOC22/4275

Appendix

Appendix 1: Definitions

Appendix 2: Privacy Complaint Form

Definitions

Collection	means the way the Commission acquires the information and can be by any means, including a written form, a verbal conversation, an online form, or taking a picture with a camera.
Disclosure	means when the Commission provides personal information to an individual or body outside the Commission. Disclosure includes sharing personal information with other public service agencies.
Exemptions	means exemptions from compliance with the privacy principles both within the privacy principles and under pt <u>2</u> of the <i>PPIP Act</i> .
Government Information	defined in s <u>4</u> of the GIPA Act as ‘information contained in a record held by an agency’.
Health information	<p>specific type of personal information that is defined in s <u>6</u> of the <i>HRIP Act</i> as:</p> <ul style="list-style-type: none"> • Personal information that is information or an opinion about: <ul style="list-style-type: none"> – An individual’s physical or mental health or disability. – An individual’s express wishes about the future provision of health services to themselves. – A health service provided, or to be provided, to an individual. • Other personal information collected to provide, or in providing, a health service. • Other personal information about an individual collected in connection with the donation, or intended donation, of an individual’s body parts, organs or body substances. • Genetic information about an individual that is or could be predictive of the health (at any time) of the individual or their genetic relatives (e.g. descendants). • Healthcare identifiers.
Holding personal information	<p>the Commission will be considered to be ‘holding’ personal information if it is in the Commission’s possession or control, or if it is held by a contractor or service provider on our behalf.</p> <p>For example, information about staff in the physical possession of GovConnect is considered to be ‘held’ by the Commission, and the Commission remains responsible for how it is handled.</p>
Personal information	<p>defined in s <u>4</u> of the <i>PPIP Act</i> as:</p> <p>‘... information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion’.</p> <p>Common examples of personal information include an individual’s name, bank account details, fingerprints, or a photograph or video.</p>

Privacy principles	the Information Protection Principles (IPPs) set out in div <u>1</u> of pt <u>2</u> of the PIPP Act and Health Privacy Principles (HPPs) set out in sch <u>1</u> of the <i>HRIP Act</i> . The privacy principles set out the minimum standards for all NSW public sector agencies when handling personal and health information. Within these principles lawful exemptions are provided.
Public Register	a register of personal information that is required by law to be, or is made, publicly available or open to public inspection, whether or not upon payment of a fee. Note: public register exemptions are provided for in cls <u>7</u> of the <i>Privacy and Personal Information Protection Regulation 2019</i> .
Privacy obligations	the information privacy principles or the health privacy principles and any exemptions to those principles that apply to the Commission, which is a public sector agency
Sensitive personal information	means personal information that is also about a person's race, ethnicity, religion, sexuality, political or philosophical beliefs or membership of a trade union
Staff	any person working in a permanent, casual, or temporary capacity in the Commission, including consultants and contractors.
Use	(of personal information) occurs when the Commission applies the personal information for its own purposes. This may include sharing the personal information with a contractor who uses it for the Commissions purposes.

Privacy Complaint Form

Request for an internal review of the conduct in relation to a privacy breach.

What is an internal review?

An internal review provides individuals with a formal avenue for resolving privacy complaints under Part 5 of the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and s 21 of the *Health Records and Information Privacy Act 2002* (HRIP Act). Individuals are able to request an internal review of conduct they believe has breached their privacy. The review includes an investigation into the relevant conduct of the agency and involves the NSW Privacy Commissioner.

Resolving your complaint informally

We encourage people to try to resolve privacy concerns with us informally before going through the internal review process, or at least contact us by sending an email to governancelegal@gcc.nsw.gov.au before lodging an application to discuss the issue. Alternatively, you can use our general complaint process available by contacting (02) 8289 6200 or emailing info@gcc.nsw.gov.au.

When to use this form?

If your privacy complaint cannot be resolved informally, you may request an internal review by completing and submitting this form. If you need help filling out this form, please contact us on the details above.

How to lodge this form?

Please send your completed form and any supporting documents to the Privacy Officer at governancelegal@gcc.nsw.gov.au.

Additional information

We will acknowledge your request for internal review within 5 working days. We will aim to complete the review within 60 calendar days and respond to you in writing within 14 calendar days of deciding the internal review. We will contact you to advise how long the review is likely to take, particularly if it may take longer than expected.

Privacy notice

The Greater Cities Commission (the Commission) is subject to the PPIP Act and HRIP Act which requires us to comply with the Information Protection Principles and Health Privacy Principles.

Your personal information is being collected by the Commission in order to process your application for an internal review of conduct under the PPIP Act and/or HRIP Act. The provision of personal information by you on this form is voluntary, however if you do not provide it we may not be able to process your application. The Commission will use your personal information to liaise with relevant business units to conduct the internal review and will provide details of your application for internal review to the NSW Privacy Commissioner. The Commission may need to disclose your complaint to third parties in order to properly investigate it or to verify the information you provide. Otherwise, we will not disclose your personal information without your consent unless authorised or required by law.

You have the right to access and correct any personal information that you provide to us. If you wish to do so, please contact us by sending an email to governancelegal@gcc.nsw.gov.au.

Applicant details

1.	Name of the agency you are complaining about: Greater Cities Commission
2.	Your full name: Click or tap here to enter text.
3.	Your postal address: Click or tap here to enter text.
4.	<p>If you are complaining on behalf of someone else, write their full name here: Click or tap here to enter text.</p> <p>What is your relationship to this other person? (e.g. parent or lawyer) Click or tap here to enter text.</p> <p>Is the other person capable of making the complaint him or herself?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> I'm not sure</p>

Details of Conduct

5.	<p>What is the specific conduct you are complaining about?</p> <p><i>(‘Conduct’ can include an action, a decision, or even inaction by the Commission. For example, the ‘conduct’ might be a decision to refuse you access to your personal information, or the action of disclosing your personal information to another person, or a failure to protect your personal information from being inappropriately accessed by someone else.)</i></p>
6.	<p>Please tick which of the following reason(s) for your complaint:</p> <p><input type="checkbox"/> collection of my personal/health information</p> <p><input type="checkbox"/> security or storage of my personal/health information</p> <p><input type="checkbox"/> refusal to let me access or find out about my own personal/health information</p> <p><input type="checkbox"/> accuracy of my personal/health information</p> <p><input type="checkbox"/> use of my personal/health information</p> <p><input type="checkbox"/> disclosure of my personal/health information</p> <p><input type="checkbox"/> other</p> <p><input type="checkbox"/> I'm not sure</p>
7.	<p>When did the conduct occur? <i>(Please be as specific as you can)</i></p> <p>Click or tap here to enter text.</p>

8.	When did you first become aware of this conduct? Click or tap here to enter text.
9.	You need to lodge this application within 6 months of the date you have written at Q.8. If more than 6 months has passed, you need to ask the Commission's Privacy Officer for special permission to lodge a late application. If you need to, write here to explain why you have taken more than 6 months to make your complaint:
10.	What effect did the conduct have on you? Click or tap here to enter text.
11.	What effect might the conduct have on you in the future? Click or tap here to enter text.
12.	What would you like to see the Commission do about the conduct? <i>(For example: an apology, a change in policies or practices, your expenses paid, damages paid to you, training for staff, etc.)</i> Click or tap here to enter text.

I understand that this form will be used by the Commission to process my request for an Internal Review.

I understand that details of my application will be referred to the NSW Privacy Commissioner as required by law, and that the Privacy Commissioner will be kept advised of the progress of the review.

I would prefer the Privacy Commissioner to have:

- a copy of this application form, or
- just the information provided at Q's 5 - 12.

Your signature: Click or tap here to enter text. Dated: Click or tap here to enter text.

**Greater Cities
Commission**

Level 11, 6 PSQ,
10 Darcy Street
Parramatta NSW
2150

PO Box 257
Parramatta NSW
2124

Office hours:
Monday to Friday
9.00am – 5.00pm

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