


Privacy Management Policy and Plan

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1. OUTCOMES

- 1.1 Queanbeyan-Palerang Regional Council (QPRC) collects and records a variety of personal information about its ratepayers, residents, customers, Councillors and employees in accordance with legislative requirements.
- 1.2 This policy and plan details how QPRC manages the personal information it collects to ensure that the protection of such information reflects Council's legal obligations under the *NSW Privacy and Personal Information Protection Act 1998* and the *NSW Health Records and Information Privacy Act 2002*. It also outlines procedures to follow if a person wishes to lodge a complaint about the manner in which Council has managed their personal information.

2. POLICY

- 2.1 Council will ensure that it protects the personal and health information that it collects about its ratepayers, residents, customers, Councillors and employees.
- 2.2 Council collects personal information for the primary purpose of levying rates in accordance with s.494 of the *NSW Local Government Act 1993*.
- 2.3 The names and addresses of individual owners of property are kept on the rate and charging record in accordance with s.602 of the *NSW Local Government Act 1993*, forming the basis of the QPRC Rating and Valuation Register.
- 2.4 In addition to the primary purpose of levying rates, personal information is lawfully used for the conduct and facilitation of Council's business, including but not limited to:
 - (a) notifying adjoining owners of proposed development
 - (b) identifying companion animal ownership
 - (c) identifying landholders for the purpose of provisions of the *NSW Dividing Fences Act 1991*
 - (d) evaluating road openings and obstructions
 - (e) evaluating tree preservation orders
 - (f) evaluating land dedications and laneway status
 - (g) investigating parking controls.
- 2.5 Council collects health information about its employees during the course of their employment with Council.
- 2.6 Council collects health information about its ratepayers in situations where Council's utility services may be required for specific medical conditions.
- 2.7 Council will not collect personal information by unlawful means.
- 2.8 Council will comply with the provisions of the *NSW Privacy and Personal Information Protection Act 1998* (PIIP Act) and the *NSW Health Records and Information Privacy Act 2002* (HRIP Act) to ensure that individuals' privacy is respected and their personal information is protected (see Clause 5).
- 2.9 Council may in certain circumstances release personal information that it holds about its ratepayers to a third party for a specific purpose not related to the business of Council (see Clauses 5.1.1 – 5.1.5, 5.4.2 – 5.4.4 and 5.5.2).
- 2.10 The QPRC Privacy Management Plan has been prepared in accordance with s.33 of the PIIP Act. It explains the measures Council will implement to collect, use and protect the personal and health information that it holds.

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3. DEFINITIONS

Adjoining owners — owners of land on either side of a common boundary.

Companion animal — means each of the following:

- (a) a dog
- (b) a cat
- (c) any other animal that is prescribed by the regulations as a companion animal.

Councillor – a person elected or appointed to civic office, including the mayor.

Designated persons — are:

- (a) The Chief Executive Officer
- (b) Other senior staff of the Council
- (c) A person (other than a member of the senior staff of the council) who is a member of staff of the Council or a delegate of the Council and who holds a position identified by the Council as the position of a designated person because it involves the exercise of functions under this or any other Act (such as regulatory functions or contractual functions) that, in their exercise, could give rise to a conflict between the person's duty as a member of staff or delegate and the person's private interest,
- (d) A person (other than a member of the senior staff of the council) who is a member of a committee of the Council identified by the Council as a committee whose members are designated persons because the functions of the committee involve the exercise of the Council's functions under this or any other Act (such as regulatory functions or contractual functions) that, in their exercise, could give rise to a conflict between the member's duty as a member of the committee and the member's private interest.

Health information — means:

- (a) personal information that is information or an opinion about:
 - (i) the physical or mental health or a disability (at any time) of an individual, or
 - (ii) an individual's express wishes about the future provision of health services to him or her, or
 - (iii) a health service provided, or to be provided, to an individual, or
- (b) other personal information collected to provide, or in providing, a health service, or
- (c) 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,
- (d) other personal information that is genetic information about an individual arising from a health service provided to the individual in a form that is or could be predictive of the health (at any time) of the individual or of a genetic relative of the individual, or
- (e) healthcare identifiers.

Health Privacy Principles — are set out in Schedule 1 of the HRIP Act and refer to the manner in which health information will be collected, used and protected by Council.

Information Protection Principles — are set out in Part 2, Division 1, ss.8-19 inclusive of the PPIP Act, and refer to the manner in which personal information will be collected, used and protected by Council.

Personal information — information or an opinion about an identified individual, or an individual who is reasonably identifiable:

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- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

Privacy management plan — every NSW public sector agency that is bound by the PPIP Act must prepare a privacy management plan that details the manner in which it will collect, record, use and protect personal information.

Public register — an official list of names, events and transactions, which is required under law to be available to the public. Personal information kept in public registers could include an individual's name, home and email addresses, phone number (land or mobile), gender, occupation and qualifications. The list may include other documents such as records of approvals or licences.

Return — a form prescribed by the *NSW Local Government (General) Regulation 2005* (Schedule 3) that records any disclosures of interests that Councillors and designated persons may hold in a financial year.

4. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS

4.1 Section 449 of the *NSW Local Government Act 1993* states:

- (1) A councillor or designated person must complete and lodge with the general manager, within 3 months after becoming a councillor or designated person, a return in the form prescribed by the regulations.

4.2 Section 450A of the *NSW Local Government Act 1993* states:

- (1) The general manager must keep a register of returns required to be lodged with the general manager under section 449.
- (2) Returns required to be lodged with the general manager under section 449 must be tabled at a meeting of the council, being:
 - (a) ...

4.3 Section 494 of the *NSW Local Government Act 1993* states:

- (1) A council must make and levy an ordinary rate for each year on all rateable land in its area.

4.4 Section 8 of the PPIP Act states:

- (1) A public sector agency must not collect personal information unless:
 - (a) the information is collected for a lawful purpose that is directly related to a function or activity of the agency, and
 - (b) the collection of the information is reasonably necessary for that purpose.
- (2) A public sector agency must not collect personal information by any unlawful means.

4.5 Section 33 of the PPIP Act states:

- (1) Each public sector agency must prepare and implement a privacy management plan within 12 months of the commencement of this section.
- (2) The privacy management plan of a public sector agency must include provisions relating to the following:
 - (a) the devising of policies and practices to ensure compliance by the agency with the requirements of this Act or the Health Records and Information Privacy Act 2002, if applicable,
 - (b) the dissemination of those policies and practices to persons within the agency,

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- (c) the procedures that the agency proposes to provide in relation to internal review under Part 5,
- (d) such other matters as are considered relevant by the agency in relation to privacy and the protection of personal information held by the agency.

4.6 Section 57 of the PPIP Act states:

- (1) The public sector agency responsible for keeping a public register must not disclose any personal information kept in the register unless the agency is satisfied that it is to be used for a purpose relating to the purpose of the register or the Act under which the register is kept.
- (2) In order to enable the responsible agency to comply with subsection (1), the agency may require any person who applies to inspect personal information contained in the public register to give particulars, in the form of a statutory declaration, as to the intended use of any information obtained from the inspection.

4.7 Section 11 of the HRIP Act states:

- (1) This Act applies to every organisation [public sector agency or private sector person] that is a health service provider or that collects, holds or uses health information.
- (2) An organisation to whom or to which this Act applies is required to comply with the Health Privacy Principles and with any health privacy code of practice or provision of Part 4 that is applicable to the organisation.
- (3) An organisation must not do anything, or engage in any practice, that contravenes a Health Privacy Principle or a health privacy code of practice or a provision of Part 4 in respect of which the organisation is required to comply.

4.8 This policy is to be read in conjunction with the following documents:

- *NSW Local Government Act 1993*
- *NSW Privacy and Personal Information Protection Act 1998*
- *NSW Health Records and Information Privacy Act 2002*
- *NSW Government Information (Public Access) Act 2009 (GIPA Act)*
- *NSW State Records Act 1998*
- *NSW Children and Young Persons (Care and Protection) Act 1998*
- *NSW Dividing Fences Act 1991*
- Privacy Code of Practice for Local Government (2000)
- Information and Privacy Commission's Fact Sheet September 2014 – Information Protection Principles
- QPRC Code of Conduct
- QPRC Records Management Policy and Procedures

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5. PRIVACY MANAGEMENT PLAN

5.1 **Collection**

5.1.1 Council will only collect personal information for a lawful purpose, relating directly to the business of Council, and being necessary for that purpose.

5.1.2 Council collects and delivers personal information to and from government departments and agencies involved in the normal functions of council's operations, and in accordance with standing arrangements made with individual departments. These must be prescribed in Acts or regulations which permit the supply of such information. Council will not provide personal information to government departments if there is no legal arrangement to do so.

5.1.3 Council will disclose personal information to public sector agencies or public utilities on condition that:

- (a) the agency has approached Council in writing,
- (b) Council is satisfied that the information is to be used by that agency for the proper and lawful functions of the agency, and
- (c) Council is satisfied that the personal information is reasonably necessary for the exercise of that agency's functions.

5.1.4 Council will collect personal information directly from you unless you have authorised collection from someone else, or if you are under the age of 16 years and the information has been provided by a parent or guardian.

5.1.5 Council will inform you:

- (a) that the information is being collected
- (b) why it is being collected
- (c) who will be storing and using it
- (d) how you can access it and correct your personal information
- (e) if the information is required by law or is voluntary and
- (f) any consequences that may apply if you decide not to provide it.

5.1.6 A privacy statement will be shown where lists of names and addresses of attendees are collected at public meetings.

5.1.7 Council will ensure that the personal information it collects is relevant, accurate, complete, up-to-date and not excessive.

5.1.8 The collection of information should not unreasonably intrude into your personal affairs.

5.2 **Storage**

5.2.1 Council will store personal information securely, keeping it no longer than necessary and disposing of it appropriately.

5.2.2 Council will protect the information from unauthorised access, use, modification or disclosure.

5.3 **Access and accuracy**

5.3.1 Council will provide you with details regarding the personal information being stored, why it is being stored and what rights you have to access it.

5.3.2 Council will allow you to access your personal information without excessive delay or expense.

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5.3.3 Council will allow you to update, correct or amend your personal information where necessary.

5.4 **Use**

5.4.1 Council will ensure that the personal information it holds about you is relevant, accurate, up-to-date and complete before using it.

5.4.2 Council will only use your personal information for the purpose for which it was collected, unless you have given consent, or the use is directly related to a purpose that you would expect.

5.4.3 Council occasionally receives requests from third parties for access to your personal information for a purpose that is not related to Council's business. Council may decline to provide access in these circumstances, or it may choose to consult with you to explain the source and purpose of the request, and give you the option of granting or withholding your written permission to release your personal information. Council will not release the information to a third party unless it has received your written permission to do so. The third party will be required to pay an administration fee for the costs incurred by Council in consulting with you, as per the adopted Fees and Charges, regardless of whether or not you give permission to release your personal information.

5.4.4 Notwithstanding Clause 5.4.3, Council may release personal information for a purpose not related to the business of Council without consent if it is necessary to prevent or lessen a serious and imminent threat to any person's health or safety.

5.5 **Disclosure**

5.5.1 Council can only disclose your information in limited circumstances if you have consented, or if you were told at the time of collection that it would do so.

5.5.2 Council may disclose without consent personal information which has been collected about an individual if the purpose is to confer an award, prize, benefit or similar form of personal recognition upon that person.

5.6 **Health Privacy Principles (HPP) – Schedule 1 of the HRIP Act 2002**

5.6.1 *Collection (HPPs 1 - 4)*

5.6.2 Council will only collect health information for a lawful purpose that is directly related to Council's activities and is necessary for that purpose.

5.6.3 Council will ensure that health information is relevant, accurate, up-to-date and not excessive and that the collection is not unnecessarily intrusive into the personal affairs of the individual.

5.6.4 Council will only collect health information directly from the individual that the information concerns, unless it is unreasonable or impractical for Council to do so.

5.6.5 Council will tell the person why the health information is being collected, what will be done with it, how it can be amended or corrected, who else might see it and what the consequences are if the person decides not to provide it.

5.7 *Retention and security (HPP 5)*

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- 5.7.1 Council will store health information securely and protect health information from unauthorised access, use or disclosure. Health information will not be kept for any longer than necessary and will be disposed of appropriately.
- 5.8 *Information about health information held by Council (HPP 6)*
- 5.8.1 Council must take such steps as are, in the circumstances, reasonable to enable any individual to ascertain:
- (a) whether the organisation holds health information, and
 - (b) whether the organisation holds health information relating to that individual, and
 - (c) if the organisation holds health information relating to that individual:
 - (i) the nature of that information
 - (ii) the main purposes for which the information is used, and
 - (iii) that person's entitlement to request access to the information.
- 5.9 *Access (HPP 7)*
- 5.9.1 Council will allow the individual to access their health information without excessive delay or expense.
- 5.10 *Amendment (HPP 8)*
- 5.10.1 Any person who is unhappy with the accuracy or acceptable use of their health information kept by Council, may make a written request to the Chief Executive Officer to amend that information.
- 5.10.2 Council has an obligation to take such steps to amend personal information where necessary. If Council decides that it will not amend the information, it must add the additional information so that it can be read with the existing information, and notify the person making the application.
- 5.10.3 The person to whom the information relates is entitled to have the recipients of that information notified of the amendments made by Council.
- 5.11 *Accuracy (HPP 9)*
- 5.11.1 Council will ensure that the health information it holds about an individual is relevant, accurate, up-to-date, complete and not misleading.
- 5.12 *Use of health information (HPP 10)*
- 5.12.1 Council will only use the health information for the purpose for which it was collected or for a directly related purpose that the individual would expect. Otherwise, Council will obtain the individual's consent.
- 5.13 *Disclosure of health information (HPP 11)*
- 5.13.1 Council will only disclose health information under the following circumstances:
- (a) with the consent of the individual,
 - (b) for the purpose for which the health information was collected, or a directly related purpose that the individual to whom it relates, would expect, or

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(c) if an exemption applies.

5.14 *Identifiers (HPP 12)*

5.14.1 Council will only give an identification number to health information if it is reasonably necessary for Council to carry out its functions effectively.

5.15 *Anonymity (HPP 13)*

5.15.1 Council will provide health services anonymously where it is lawful and practical.

5.16 *Transborder data flows and data flow to Commonwealth agencies (HPP 14)*

5.16.1 Council will only transfer personal information out of New South Wales if the requirements of HPP 14 are met.

5.17 *Linkage of health records (HPP 15)*

5.17.1 Council will only include health information in a system to link health records across more than one organisation if the individual to whom the health information relates expressly consents to the link.

6. PUBLIC REGISTERS (refer to Part 6, ss.57, 58 and 59 of the PPIP Act)

6.1 A public register generally confers specific rights, privileges, benefit, or status, which would not otherwise exist. It may be required to be made publicly available or open to public inspection, or Council may make it publicly available or open to public inspection whether or not payment is required.

6.2 Despite the exclusion of health information from the definition of personal information under s.4A of the PPIP Act, s.56A of the PPIP Act includes health information as personal information on public registers.

6.3 Section 57 of the PPIP Act requires very stringent controls over the disclosure of personal information contained in a public register. Where Council is responsible for keeping a public register, it must not disclose any personal information kept in that register unless it is satisfied that the information is to be kept for a purpose relating to the purpose of the register, or the Act under which the register is kept.

6.4 Section 57(2) of the PPIP Act provides that in order to ensure compliance with s.57(1), Council may require any person who applies to inspect personal information contained in the public register to give particulars in the form of a statutory declaration as to the proposed use of that information.

6.5 If the applicant's stated purpose does not conform with the purpose for which the public register is kept, access to the information will not be given by Council.

6.6 Council maintains the following rolls and registers which are publicly available under certain circumstances:

- **Rate and Charging Record** (s.602 *Local Government Act 1993*) – available for inspection, free of charge.
- **Delegations Register** – available for inspection, free of charge.

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- **QPRC Land Register** (ss.53 and 54, *Local Government Act 1993*) – available for inspection, free of charge. Certified copy of classification of public land requires payment of the prescribed fee.
- **Register of Disclosures of Interest** (s.450A *Local Government Act 1993*) – available for inspection, free of charge.
- **Development Consent Register** (s.100 *Environmental Planning and Assessment Act*) – available for inspection, free of charge.
- **Building Certificates Register** (s.149G *Environmental Planning and Assessment Act*) – copies of certificates only available with owners' consent; requires payment of the prescribed fee.
- **Non-residential Roll and Roll of Occupiers and Ratepaying Lessees** – Council will make the latest copy of these rolls (once they are prepared) available for public inspection at any reasonable time during office hours at an office of the Council [refer s.302(2) of the *NSW Local Government Act 1993*].

6.7 Council maintains the following register which is not publicly available:

- **Companion Animals Register** (*Companion Animals Act 1998*) – Council will only allow access to this register by its staff or a police officer.

7. APPLICATIONS FOR SUPPRESSION IN RELATION TO A PUBLIC REGISTER

- 7.1 An application for suppression in relation to a public register will be dealt with under the PPIP Act, rather than s.739 of the *Local Government Act*.
- 7.2 A person whose personal information is contained, or proposed to be contained in a public register, may request Council under s.58 of the PPIP Act to have the information removed from, or not placed on, the register.
- 7.3 If Council is satisfied that the safety or wellbeing of any person would be affected by not suppressing the personal information as requested, Council will suppress the information in accordance with the request unless Council is of the opinion that the public interest in maintaining public access to the information outweighs any individual interest in suppressing the information.
- 7.4 When in doubt, Council will act in favour of suppression.
- 7.5 Any information that is removed from, or not placed on that part of a public register to be made public, may be kept on the register for other purposes relating to Council's functions, but it cannot be disclosed to other parties.
- 7.6 An application for suppression of information should be made in writing to the Chief Executive Officer and must detail the reasons for the request. Council may require supporting documentation where appropriate.

8. INTERNAL REVIEW

- 8.1 Any person is entitled to obtain access to their personal information held by Council.
- 8.2 Where a person has requested their personal information, and is aggrieved by:
- (a) Council's refusal to allow access, or
 - (b) Council's conduct in the following circumstances:

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- (i) contravention of an IPP and/or HPP that applies to Council,
 - (ii) contravention of the Code,
 - (iii) disclosure of personal or health information kept on a public register, or
- (c) Council's refusal to amend their personal information,

they are entitled to apply for an internal review of the initial enquiry or complaint.

- 8.3 Council will follow the requirements in Part 5 of the PPIP Act when carrying out an internal review.
- 8.4 The application for review must be in writing, preferably on the form at **Schedule 1**, and addressed to the Chief Executive Officer, Queanbeyan-Palerang Regional Council, PO Box 90, Queanbeyan NSW 2620.
- 8.5 The application must be lodged within six months from the time the applicant first became aware of the conduct (the subject of the application).
- 8.6 The application will be dealt with by Council's Privacy Management Officer who will forward a copy of the application to the Privacy Commissioner. The Commissioner will be informed of progress and the outcome of the review.
- 8.7 The Privacy Management Officer will consider any relevant material submitted by the applicant and/or the Information and Privacy Commissioner.
- 8.8 The review will be completed as soon as is reasonably practicable in the circumstances.
- 8.9 Following completion of the internal review, Council may do one or more of the following:
- (a) take no further action on the matter,
 - (b) make a formal apology to the applicant,
 - (c) take appropriate remedial action,
 - (d) provide undertakings that the conduct will not recur,
 - (e) implement administrative measures to ensure that the conduct will not recur.
- 8.10 As soon as practicable, or within 14 days of the completion of the review, Council will notify the applicant in writing of:
- (a) the findings and the reasons for those findings,
 - (b) any proposed actions to be taken by Council, and
 - (c) the right of the applicant to have those findings and the Council's proposed action, reviewed by the NSW Civil and Administrative Tribunal.
- 8.11 If the review is not completed within 60 calendar days from receipt of the application, or if the applicant is not satisfied with the findings of the internal review conducted by Council, the applicant is entitled to make an application under s.55 of the PPIP Act to the NSW Civil and Administrative Tribunal for an administrative review of the conduct concerned.
- 8.12 The NSW Civil and Administrative Tribunal may be contacted by phone 1300 006 228 or by accessing their website at www.ncat.nsw.gov.au
- 8.13 Council will record the requests for, and outcomes of, internal reviews for annual reporting purposes (Clause 10(3) of the *Annual Reports (Statutory Bodies) Regulation 2010*).

9. TRAINING AND EDUCATION

- 9.1 A copy of the QPRC Privacy Management Policy will be:

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- (a) given to new employees during their induction
- (b) available to the public and current staff on Council's front counters, Intranet and website at <http://www.qprc.nsw.gov.au>
- (c) given to elected Councillors
- (d) given to third party contractors
- (e) given to Council's committee members.

9.2 Council's Privacy Management Officer will provide training and assistance to Councillors, staff, committee members and contractors in understanding the processes associated with the *PPIP Act* and the *HRIP Act*.

9.3 Council's Privacy Management Officer may be contacted by phone on (02) 6285 6000 or by email on council@qprc.nsw.gov.au.

9.4 Further information may be obtained by contacting the NSW Information and Privacy Commission on phone 1800 472 679, by email ipcinfo@ipc.nsw.gov.au or by accessing their website at ipc.nsw.gov.au

10. REVIEW OF THE PRIVACY MANAGEMENT POLICY

10.1 This policy will be reviewed during the term of each elected Council or as required by changes to:

- (a) Legislation; or
- (b) Council's functions, structure or activities.

Privacy Complaint: Internal Review Application Form

Please complete this form to apply for a review of conduct under s53 of the [Privacy and Personal Information Protection Act 1998](#) (PIIP Act) OR s21 of the [Health Records and Information Privacy Act 2002](#) (HRIP Act).

If you need help in filling out this form, please contact the Privacy Contact Officer on (02) 6285 6000 or visit our website at www.qprc.nsw.gov.au.

This is an application¹ for review of conduct under: (please select one)

- s53 of the [Privacy and Personal Information Protection Act 1998](#) (PIIP Act)
- s21 of the [Health Records and Information Privacy Act 2002](#) (HRIP Act)

1.

Surname: **Title:** Mr / Ms
Other names:
Postal address: **Postcode:**
Daytime telephone: **Facsimile:**
Email:

I agree to receive correspondence at the above email address.

If the complaint is on behalf of someone else, please provide their details:

Surname: **Title:** Mr / Ms
Other names:
Postal address: **Postcode:**
Day-time telephone: **Facsimile:**
Email:

What is your relationship with this person? (e.g. parent)

Is the person capable of making the complaint by himself or herself?

- Yes
- No
- Unsure

Please provide proof that they have the legal authority (i.e. guardianship or power of attorney) to deal with the matter

2.

What is the specific conduct³ you are complaining about? *(see footnote for explanation of "conduct")*

3.

Please tick which of the following describes your complaint: *(you may tick more than one option)*

- Collection of my personal or health information
- Security or storage of my personal or health information
- Refusal to let me access or find out about my own personal or health information
- Accuracy of my personal or health information
- Use of my personal or health information
- Disclosure of my personal or health information
- Other

4.

When did the conduct occur (date)? *(please be as specific as you can)*

5.

When did you first become aware of this conduct (date)?

6.

You need to lodge this application within six months of the date at Q.5.

If more than six months has passed, you will need to request special permission to lodge a late application. Please explain why you have taken more than six months to make your complaint *(e.g. I had other urgent priorities – list them, or while the conduct occurred more than six months ago, I only recently became aware of my privacy rights etc.)*:

7.

What effect did the conduct have on you?

General information about the PPIP Act and HRIP Act is available by calling the Information and Privacy Commission NSW (IPC) on 1800 472 679 or visit the IPC's website: www.ipc.nsw.gov.au

Office use only

Date application received:

File reference:

8.

What effect might the conduct have on you in the future?

9.

What would you like to see us do about the conduct? (e.g. an apology, a change in policies or practices to ensure that the conduct will not occur again, the payment of monetary compensation to the applicant etc.)

10.

I understand that this form will be used by the agency to process my request for an internal review. I understand that details of my application will be referred to the Privacy Commissioner in accordance with: section 54(1) of the *Privacy and Personal Information Protection Act*, or section 21 of the *Health Records and Information Privacy Act*, and that the Privacy Commissioner will be kept advised of the progress of the internal review, and that the Privacy Commissioner may make submissions.

Applicants should also be advised that if the review is not completed within 60 days from the day on which the application was received, the applicant is entitled to a review by the NSW Civil and Administrative Tribunal (NCAT).

Applicant's signature:

Date:

Please post this form to QPRC, PO Box 90 Queanbeyan NSW 2620 or lodge it at:

256 Crawford Street Queanbeyan, or 10 Majara Street, Bungendore, or 144 Wallace Street, Braidwood.

Our Privacy Policy is available by visiting www.qprc.nsw.gov.au.

Keep a copy for your records.

1. It is not a requirement under the PPIP Act or the HRIP Act that you complete an application form. This form is designed for your convenience only. However, you must make a written request in some form to the agency for the matter to be a valid internal review.
2. The PPIP Act regulates NSW state government departments, area health services, most other state government bodies, and NSW local councils. Each of these is defined as a "public sector agency". The HRIP Act regulates private and public sector agencies and private sector persons.
3. "Conduct" can include an action, a decision, or even inaction by the agency. For example the "conduct" in your case might be a *decision* to refuse you access to your personal information, or the *action* of disclosing your personal information to another person, or the *inaction* of a failure to protect your personal information from being inappropriately accessed by someone else.

General information about the PPIP Act and HRIP Act is available by calling the Information and Privacy Commission NSW (IPC) on 1800 472 679 or visit the IPC's website: www.ipc.nsw.gov.au

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Date application received:

File reference: