Policy and Procedure Register updates – Summary of changes to:

Information privacy breach and privacy complaints procedure

1. Reason for new/updated policy or procedure *(select all that apply)*		
☒ Change of policy/procedure requirements	☐ Audit/review recommendation	
☐ Change to legislation/delegations	☒ Due for review	☐ Other

This new procedure aims to streamline and replace the previous Information privacy and right to information procedure and to align to PPR requirements.

The previous version of the procedure included information about Right to Information and administrative access arrangements, which will be retained separately into a new Administrative access to information procedure currently in draft with PPR. The personal information guideline will be removed from PPR and has been added to the Privacy OnePortal page.

2. Summary of changes

The new procedure has a focus on privacy breaches and complaints. The overview is expanded to include reference to relevant legislation and the responsibilities have been clarified as outlined below.

The process steps are more detailed and are grouped into two clear sections for breaches and complaints, with further sub-procedure steps for staff to follow. These steps have been expanded and now include information about how to contain and evaluate breaches and how to prevent a repeat of a breach. Additional definitions have been included to clarify unfamiliar terms.

3. Impacts to roles and responsibilities		
Does the new/updated content change staff roles/responsibilities *in any way*?	☒ Yes	☐ No
If yes, select the type of change: *(select all that apply)*		
☒ Revised responsibilities ☒ New/additional responsibilities ☒ Removed responsibilities		

Position title	Summary of change	Page #
Managers, Principals and above	New responsibility to review and manage privacy breaches and complaints after assessment by the Privacy team and to take appropriate steps to mitigate reoccurrence. Clarified responsibility to document all investigations and outcomes in an authorised recordkeeping system.	2
Privacy team and complainants	These roles were not assigned responsibilities in the previous version of the procedure but now each position has clearly defined responsibilities.	3
Director, Integrity and Assessment, Integrity and Employee Relations	Responsibility to refer complaints to the CCC or Legal Services has been removed	N/A

4. Communication and support for implementation

Procedure update will be communicated as a news article on OnePortal intranet website through Information and Technologies Branch's (ITB) Communications team. All communication will be

managed by the Privacy and Safer Technologies unit. Changes to the procedure have been communicated with the relevant stakeholders and consultation has occurred with subject matter experts, legal services and the relevant directors within ITB.

For further assistance, please contact:

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