



**CITY OF
PARRAMATTA**

PRIVACY MANAGEMENT PLAN CITY OF PARRAMATTA COUNCIL

Governance & Risk

This modified Privacy Management Plan was adapted from the Model Privacy Management Plan issued by the division of Local Government, Department of Premier and Cabinet. The Plan has been customised specifically for the City of Parramatta Council.

The Model Privacy Management Plan will be used as a reference by Council staff, when investigating privacy issues.

Privacy Management Plan		
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1. Introduction

City of Parramatta Council respects and is committed to protect the privacy of our customers, business contacts and our employees. The purpose of this Privacy Management Plan is to ensure compliance with the Privacy and Personal Information Protection Act (PPIPA) and the Health Records and Information Privacy Act 2002 (HRIPA.)

The requirements of Section 33 of PPIPA include:

- the devising of policies and practices to ensure compliance by the Council with the requirements of PPIPA
- the dissemination of those policies and practices to persons within the Council
- the procedures that the Council proposes for Internal Review of privacy complaints
- such other matters as are considered relevant by the Council in relation to privacy and the protection of personal information held by it.

In order to comply with the requirements of this Act, Council will comply with the statutory Information Protection Principles in relation to its handling of personal and health information. The Privacy Principles are set out at Part 2 Division 1 of the PPIPA Act and can be found at the attached link.

http://www.austlii.edu.au/au/legis/nsw/consol_act/papipa1998464/

Those Principles are modified by the Privacy Code of Practice for Local Government ('the Code') made by the Attorney General.

The Health Privacy Principles are set out at Schedule 1 of the HRIPA Act and can be found at the attached link.

http://www.austlii.edu.au/au/legis/nsw/consol_act/hraipa2002370/

To date there has been no Health Records and Information Privacy Code of Practice made for Local Government.

The Privacy Code has been developed to enable Local Government to fulfil its statutory duties and functions under the *Local Government Act 1993* ('the LGA') in a manner that seeks to comply with the PPIPA.

This Plan outlines how Council will incorporate the above principles into its everyday functions. This Plan should be read in conjunction with the *Privacy Code of Practice for Local Government*.

This Plan is designed to complement policies and procedures to comply with PPIPA and HRIPA.

Council collects, stores and uses a broad range of information. A significant part of that information is personal or health information. This Plan applies to that part of the Council's information that is personal or health information.

What is personal information?

"Personal information" is defined in Section 4 of PPIPA as:

Information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. This information can be on a database and does not necessarily have to be recorded in a material form.

There are some kinds of information that are not personal information. This includes information about a person that is contained in a publicly available publication. Personal information, once it is contained in a publicly available publication, ceases to be covered by PPIPA.

Council considers the following to be publicly available publications:

- advertisements containing personal information in a local, newspaper
- personal information on the Internet
- books or magazines that are printed and distributed broadly to the public
- Council business papers or that part that is available to the public
- Personal information that may be a part of a public display on view to the public

Council's decision to publish in this way must be in accordance with PPIPA.

What is health information?

"Health information" is defined in the HRIPA as personal information that is information or an opinion about the physical or mental health or a disability (at any time) of an individual, or an individual's express wishes about the future provision of health services to him or her, or a health service provided or to be provided to an individual.

Application of this Plan

The PPIPA, HRIPA and this Plan apply, wherever practicable, to:

- Councillors
- Council employees
- Consultants and contractors of the Council
- Council owned businesses
- Council committees (including those which may be established under Section 355 of LGA)
- Volunteers of Council

Council will ensure that all such parties are made aware that they must comply with PPIPA, HRIPA, the Privacy Code of Practice for Local Government, any other applicable Codes of Practice and this Plan.

Personal & Health Information Held by Council

The Council holds personal and health information concerning Councillors, such as:

- personal contact information
- complaints and disciplinary matters
- pecuniary interest returns
- entitlements to fees, expenses and facilities
- personal contact information
- leave and payroll data

The Council holds personal and health information concerning its customers, ratepayers and residents, such as:

- Property ownership and rates records
- DA applications and objections
- Applications for parking permits and use of Council facilities
- Community service utilisation
- Library lending records
- Applications for various approvals such as the removal or trimming of trees
- Service requests and/or complaints
- CCTV footage

The Council holds personal and health information concerning its employees, such as:

- recruitment material
- leave and payroll data
- personal contact information
- performance management plans
- disciplinary matters
- pecuniary interest returns and Protected Disclosure investigations
- Pre-employment medical information
- Health information such as medical certificates and Worker's Compensation claims
- Information regarding pre-employment police records checks

Legislation affecting Council's management of personal and health information

Council will only collect personal information for a lawful purpose as part of its proper functions. The LGA governs Council's major obligations and functions. Section 22 of the LGA provides other functions under other Acts. Some of those Acts are as follows:

Community Land Development Act 1989

Companion Animals Act 1998
Conveyancing Act 1919
Environmental Planning and Assessment Act 1979
Fire Brigades Act 1989
Fluoridation of Public Water Supplies Act 1957
Food Act 1989
Impounding Act 1993
Library Act 1939
Protection of the Environment Operations Act 1997
Public Health Act 1991
Recreation Vehicles Act 1983
Roads Act 1993
Rural Fires Act 1997
State Emergency Service Act 1989
Strata Schemes (Freehold Development) Act 1973
Strata Schemes (leasehold Development) Act 1986
Swimming Pools Act 1992
Public Health Act 1991

This list is not exhaustive.

Additionally, the exercise by Council of its functions under the LGA may also be modified by the provisions of other Acts. Some of those Acts follow:

Coastal Protection Act 1979
Environmental Offences and Penalties Act 1989
Heritage Act 1977
State Emergency and Rescue Management Act 1989
Unclaimed Money Act 1995
Unhealthy Building Land Act 1990

The circumstances under which Council may collect information, including personal information, are varied and numerous. Council will not collect any more personal information than is reasonably necessary for it to fulfil its functions.

Anyone engaged by Council as a private contractor or consultant that involves the collection of personal information, must agree to be bound not to collect personal information by any unlawful means. This will include debt recovery actions by or undertaken on behalf of Council by commercial agents.

Council will continue to collect and deliver personal information to and from government departments involved in the normal functions of Council's operation.

Council will use any personal information for a variety of purposes within its departments, as on most occasions the information was collected for 1 main purpose, it may be used for a variety of other purposes. For example, the names and addresses of individual owners of property kept on the Rates & Charges Register are used to notify adjoining owners of proposed development, identify companion animal ownership, evaluate road openings and obstructions, evaluate tree preservation orders, investigate parking controls, evaluate land dedications and laneway status, as well as being the basis of the Rates & Charges Register.

Companion Animals Act

Collection of information under the Companion Animals Act and Council's use of the Companion Animals Register should be guided by the Director General's guidelines, which have been developed with PPIPA in mind.

Other relevant legislation

Consideration should also be given to the following legislation when considering privacy.

- **Government Information (Public Access) Act 2009 (GIPA Act) and Government Information (Public Access) Regulation 2009:** Under this Act and Regulation people can apply for access to information held by the City. This information may include personal or health information.
- **Independent Commission Against Corruption Act 1988:** Under this Act the City must provide information to the Independent Commission Against Corruption about allegations of fraud and corruption that may contain personal information.
- **Public Interest Disclosures Act 1994 (PID Act):** Under the PID Act people working for a NSW public sector agency can make a public interest disclosure to the City. The PID Act requires that information that might identify or tend to identify a person who has made a public interest disclosure should be protected.
- **State Records Act 1998 and State Records Regulation 2010:** This Act and Regulation authorise the State Records Authority to establish policies, standards and codes to ensure that NSW public sector agencies manage their records appropriately.
- **Referrals** to external agencies under other relevant legislation: Under the Ombudsman Act, the Independent Commission Against Corruption Act, and the Crimes Act the City can provide information to the: NSW Ombudsman; Independent Commission Against Corruption; and NSW Police.

Councillors' and Administrators Access to Information

The Lord Mayor, Councillors or Administrator have a right to access Council information that is reasonably necessary for exercising the functions of their civic office, including those which extend beyond decision making at formal meetings. Any information that is given to a particular Councillor in the pursuit of their civic duties should also be available to any other Councillor who requests it.

When making a request for information the Lord Mayor, Councillors or Administrator are to draft their request carefully and precisely detail the information and/or the nature of the information being sought.

The Government Information (Public Access) Act 2009 ('GIPA Act') promotes openness, accountability and transparency. It is designed to make government agencies, including Councils, more active in providing information to the public. This includes being active in providing information to Councillors and an Administrator.

Council is required to comply with the spirit and intent of the GIPA Act and applicable common law and the Model Code of Conduct, so as to provide open access to Council's documents, other than where the public interest considerations against disclosure outweigh the public interest considerations in favour of disclosure. For example there may

be occasions where the release of personal information or information identifying a person would be contrary to the PPIPA. It is expected that the Chief Executive Officer will act in accordance with the relevant law when providing information to Councillors.

Applications for suppression in relation to general information (not public registers)

Under Section 739 of the LGA a person can make an application to suppress certain material that is available for public inspection in circumstances where the material discloses, or would disclose, the person's place of living if the person considers that the disclosure would place their personal safety or the safety of their family at risk.

Section 739 of the LGA covers all publicly available material other than public registers. As such, it limits disclosure in those circumstances where an application for suppression is successful. An application for suppression must be verified by statutory declaration and meet the requirements of Section 739. When in doubt, Council will err in favour of suppression.

An application for suppression should be made in writing and be addressed to Council's Chief Executive Officer. It must outline the reasons for the request.

Caution as to Unsolicited Information

Where an individual, a group or committee, not established by Council, gives Council unsolicited personal or health information, then that information should be still treated in accordance with this Plan, the Code and the HRIPA and PPIPA in relation to storage, access, use and disclosure of information. Information is not considered 'collected' by Council under PPIPA or HRIPA if the information is not solicited.

2. Public Registers

Under the PPIPA a public register means a register that is required by law to be, or is made, publicly available or open to public inspection, whether or not on payment of a fee.

A register can be described as an official or formal list recording names, events or transactions.

Not every register of information held by Council will be considered a 'public register'. For example a register held by Council might not be publicly available or it might not contain personal information.

Disclosure in relation to public registers must comply with Part 6 of the PPIPA and the Privacy Code. Personal information cannot be accessed by a person about another person unless the personal information is contained in a public register. Where personal information is contained in a public register, then Part 6 of the PPIPA applies to determine whether access to that information will be given to another person.

Disclosure in relation to all other personal information must comply with the Information Protection Principles and the Privacy Code where it includes personal information that is not published.

Members of the public may enquire only in accordance with the primary purpose of any of these registers. The primary purpose for each of these public registers is set out in this Plan.

Public Registers, the PPIPA and the HRIPA

A public register generally only confers specific rights or privileges, a benefit, or status which would not otherwise exist. It may be required by law to be made publicly available or open to public inspection, or it is simply made publicly available or open to public inspection (whether or not payment is required.)

Despite the exclusion of 'health information' from the definition of 'personal information' under section 4A of the PPIPA, section 56A of the PPIPA includes 'health information' as 'personal information' on public registers.

Section 57 of the PPIPA requires stringent controls over the disclosure of personal information contained in a public register. It provides broadly that where Council is responsible for keeping a public register, it will not disclose any personal information kept in that register unless Council is satisfied that the information is to be used for a purpose relating to the purpose of the register or the Act under which the register is kept.

Council also needs to consider the Privacy Code of Practice for Local Government which has the effect of modifying the application of Part 6 of the PPIPA ('the 'public register' provisions.)

If the stated purpose of the applicant does not conform with the purpose for which the public register is kept, access will not be given to the information sought.

Where personal information is contained in a publicly available publication, that information will not be regarded as personal information covered by the PPIPA, or as health information for the purposes of part 6 of the PPIPA.

Public registers held by Council

Council holds the following public registers under the *Local Government Act*:

Section 53 - Land Register
Section 113 - Development Consent Approvals
Section 328A – Register of Current Declarations of Disclosures of Political Donations
Section 375A – Register of Voting on Planning Matters
Section 449 and 450A - Pecuniary Interest Returns
Section 602 - Rates & Charges

Council holds the following public registers under the *Environmental Planning and Assessment Act*:

Section 100 – Development Consent Approvals Register
Section 149G – Building Certificates Register
Clause 121 of the Environmental Planning & Assessment Regulation 2000 – Register of Modification of Development Consent

Council holds the following public register under the *Protection of the Environment (Operations) Act*:

Sections 308 and 309 – Public Register of Licenses Held

Council holds the following public registers under the *Government Information (Public Access) Act*:

Section 6(5) - Record of Open Access Information
Section 25 – Disclosure Log of Access Applications
Section 27 – Register of Government Contracts

Council holds the following public register under the *Public Health (Skin Penetration) Regulation 2000*

Register of Skin Penetration Premises

Council holds the following public register under the *Impounding Act*:

Section 30 & 31 – Impounding Register

Members of the public may enquire in accordance with the primary purpose of any of these registers. The primary purpose for each of these public registers is set out in the sections that follow.

Purposes of Public Registers

Act/Regulation	Section/Clause		Primary Purpose
Environmental Planning & Assessment Act	100	Register of consents and approvals	To identify applications for development consent and other approvals, confirm determinations on appeal, and identify applications for complying development certificates
	149G	Record of Building Certificates	To identify all Building Certificates
Environmental Planning & Assessment Regulation	121	Register of Modification of Development Consent	To identify modifications to development consents under section 96 of the Environmental Planning & Assessment Act
Government Information (Public Access) Act	6(5)	Record of Open Access Information	To make government information that is open access information publicly available unless there is an overriding public interest against disclosure
	25	Disclosure Log of Access Applications	To record details about access applications received by Council where Council has decided to provide access to some or all of the information applied for that it considers may be of interest to other members of the public
	27	Register of Government Contracts	To record information about each government contract Council has entered into that has (or is likely to have) a value of \$150,000 or more
Impounding Act	30 & 31	Record of Impounding	To identify any impounding action undertaken by Council
Local Government Act	53	Land Register	To identify all land vested in Council or under the control of Council. The secondary purpose includes consideration of public accountability as to the land held by Council. Third party access if, therefore, a secondary purpose
	113	Record of Approvals	To identify all approvals granted under the Local Government Act
	328A	Register of Current Declarations of Disclosures of Political Donations	To record current declarations of political donations lodged with the Election Funding Authority by, or on behalf, of Councillors (including in their capacity as candidates for election as Councillors)
	375A	Register of voting on Planning Matters	To record the name of Councillors who supported, and those who opposed (or are taken to have opposed) planning decisions made at Council Meetings. Each decision recorded is to be described in the register in a manner that enables the description to be obtained

			from another publicly available document, and is to include the information required by the regulations
	449 & 450A	Register of Pecuniary Interests	To determine whether or not a Councillor, a member of a Committee or a designated person has a pecuniary interest in any matter with which Council is likely to be concerned. There is a corresponding public accountability purpose, and third party access is a secondary purpose
	602	Rates & Charges	The primary purpose is to record the value of a parcel of land and record rate liability in respect of that land. The secondary purpose includes recording the owner or lessee of each parcel of land.
		Register of Delegations	To identify any and all activities delegated by Council or the General Manager and the staff member to whom they have been delegated
Protection of the Environment Operations Act	308 & 309	Public Register of Licenses Held	To identify all licenses granted under the Protection of the Environment Operations Act
Public Health (Skin Penetration) Regulation 2000		Register of Skin Penetration Premises	To identify premises used for the purpose of skin penetration

Secondary purpose of all Public Registers

Due to the general emphasis (to be found in the LGA and elsewhere) on local government processes and information being open and accountable, it is considered that a secondary purpose for which all public registers are held by Council includes the provision of access to members of the public. Therefore disclosure of specific records from public registers would normally be considered to be allowable under Section 57 PPIPA.

However, requests for access, copying or the sale of the whole or a substantial part of a Public Register held by Council will not necessarily fit within this purpose. Council should be guided by the Privacy Code of Practice for Local Government in this respect. Where Council officers have doubt as to the intended use of the information, an applicant may be requested to provide a statutory declaration so that Council may satisfy itself as to the intended use of the information.

Council will make its assessment as to the minimum amount of personal information that is required to be disclosed with regard to any request.

Other Purposes

Persons or organisations who apply to Council to have access to the information contained in any public register for a purpose not related to the purpose of the register, may be given access at the discretion of Council but only in accordance with the Privacy Code of Practice for Local Government concerning Public Registers.

Applications for access to own records on a public register

A person wishing to have access to a public register to confirm their own details needs proof of identity, before having access to their own personal information.

Applications for suppression in relation to a public register

An application for suppression in relation to a public register will be dealt with under PPIPA, rather than Section 73 LGA.

A person about whom personal information is contained in a public register, may request Council under Section 58 PPIPA to have the information removed from, or not placed on the register.

If Council is satisfied that the safety or well-being 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, in accordance with Section 58(2) PPIPA. When in doubt, Council will move in favour of suppression.

Any information that is removed from, or not placed on, that aspect of a public register to be made public may be kept on the register for other purposes. That is, the information may still be used for council functions, but it cannot be disclosed to other parties.

An application for suppression should be made in writing addressed to the General Manager and must outline the reasons for the request. The Council may require supporting documentation where appropriate.

Other Registers

Council may have other registers that are not public registers. The Principles, this Plan, any applicable Code and the Act apply to those registers or databases.

3. Information Protection Principles

The following table sets out the Privacy Principles contained in the PPIPA and any modifications to these Principles, including those permitted by the Privacy Code of Practice for Local Government. The principles lay down the basic rules of what an organisation must do when it collects, stores, uses and discloses personal information.

	Privacy and Personal Information Protection Act 1998	Modifications and other permitted uses
Collection		
1	Lawful – Personal information must be collected for a lawful purpose that is directly related to Council’s functions or activities and be necessary for that purpose	
2	Direct – Personal information must be collected directly from the individual unless the person consents otherwise	<p>The Code makes provision for Council to depart from this principle where indirect collection of personal information is reasonably necessary when an award, prize, benefit or similar form of personal recognition is intended to be conferred upon the person to whom the information relates. Principle 2 is modified by the Investigative Code of Practice to permit indirect collection where a direct collection is reasonably likely to detrimentally affect Council's conduct of any lawful investigation. Section 23(2) PPIPA permits non-compliance with Principle 2 if the information concerned is collected in connection with proceedings (whether or not actually commenced) before any court or tribunal.</p> <p>Section 24(4) PPIPA permits non-compliance with Principle 2 if:</p> <ul style="list-style-type: none"> (i) investigating a complaint that could be referred or made to, or has been referred from or made by, an investigative agency (ii) if compliance might detrimentally affect (or prevent the exercise of) the Council's complaint handling or investigative functions. <p>Section 26(1) PPIPA permits non-compliance with Principle 2 if compliance would prejudice the interests of the</p>

		individual concerned.
3	Open – an individual must be informed that the personal information is being collected and who will be storing and using it. Council should also inform the person how they can view and correct the information.	<p>The Code makes provision for Council to depart from this principle where personal information is collected about an individual for the purpose of conferring upon that person, an award, prize, benefit or similar form of personal recognition without prior or subsequent notification. Principle 2 is modified by the Investigative Code of Practice to permit indirect collection where a direct collection is reasonably likely to detrimentally affect Council's conduct of any lawful investigation. Section 23(2) PPIPA permits non-compliance with Principle 2 if the information concerned is collected in connection with proceedings (whether or not actually commenced) before any court or tribunal.</p> <p>Section 24(4) PPIPA permits non-compliance with Principle 2 if:</p> <ul style="list-style-type: none"> (i) investigating a complaint that could be referred or made to, or has been referred from or made by, an investigative agency (ii) if compliance might detrimentally affect (or prevent the exercise of) the Council's complaint handling or investigative functions. <p>Section 26(1) PPIPA permits non-compliance with Principle 2 if compliance would prejudice the interests of the individual concerned.</p> <p>Section 26(2) PPIPA permits non-compliance where the person expressly consents to such non-compliance.</p>
4	Relevant - Personal information must be relevant, accurate, up-to-date and not excessive	
Storage		
5	Secure – Personal information must be stored securely, not kept any longer than as required by the General Retention and Disposal Authority for Local Government issued by the State Records Authority of NSW and be disposed of	

	appropriately. It should be protected from unauthorised access, use of disclosure.	
Access and Accuracy		
6	Transparent – Enough detail must be given about what personal information is stored, why it is stored, and what rights an individual has to access it	
7	Accessible – An individual must be allowed access to their personal information without unreasonable delay or expense	<p>People wishing to exercise their right of access to their own personal information should apply in writing or direct their inquiries to the Chief Executive Officer, who will make a determination (Attachment 5).</p> <p>Members of staff wishing to exercise their right of access to their personal information should apply in writing on the attached form or direct their inquiries to the Governance Coordinator, who will deal with the application.</p>
8	Correct – An individual must be allowed to update, correct or amend their personal information where requested	<p>Where information is requested to be amended, the individual to whom the information relates must make a request by way of statutory declaration. That request should be accompanied by appropriate evidence sufficient to satisfy the Council that the proposed amendment is factually correct and appropriate. The Council may require further documentary evidence to support certain amendments. Council will not charge to process an application to amend a record. Council's application form for alteration under Principle 8 is Attachment 6.</p> <p>If personal information is amended in accordance with this Section, the individual to whom the information relates is entitled, if it is reasonably practicable, to have the recipients of that information notified of the amendments made by the Council.</p>
Use		
9	Accurate – Council must ensure that personal information is accurate prior to use	
10	Limited – Council may only use personal information for the purpose for which it was collected, for a directly related purpose, or for a purpose for which the individual has given consent. It may also be used without consent in order to deal with a	

	serious and imminent threat to any person's life, health or safety.	
Disclosure		
11	<p>Restricted – Council may only disclose personal information with the individual's consent or if the individual was told at the time of collection that it would do so. The agency may also disclose information if it is for a related purpose and it considers that the individual would not object. Personal information may also be used without the individual's consent in order to deal with a serious and imminent threat to any person's life, health or safety.</p>	<p>The Code makes provision for council to depart from this principle in the circumstances described below:</p> <p>Council may disclose personal information to public sector agencies or public utilities on condition that:</p> <ul style="list-style-type: none"> (i) the agency has approached Council in writing; (ii) Council is satisfied that the information is to be used by that agency for the proper and lawful function/s of that agency, and (iii) Council is satisfied that the personal information is reasonably necessary for the exercise of that agency's function/s <p>Where personal information which has been collected about an individual is to be disclosed for the purpose, of conferring upon that person, an award, prize, benefit or similar form of personal recognition.</p> <p>Where Council is requested by a potential employer, it may verify that a current or former employee works or has worked for Council, the duration of that work, and the position occupied during that time. This exception shall not permit Council to give an opinion as to that person's suitability for a particular position with any potential employer unless Council is satisfied that the person has provided their consent for Council to provide a reference, which may include an opinion as to that person's suitability for the position for which he/she has applied.</p> <p>Section 23(5)(a) PPIIPA permits non-compliance with Principle 11 where disclosure is made to a law enforcement agency in connection with proceedings for an offence or for law enforcement purposes. <i>Law enforcement purposes</i> means a breach of the criminal law and criminal law</p>

	<p>enforcement. However, Council need not disclose material that it is entitled to refuse in the absence of a subpoena, warrant or other lawful requirement.</p> <p>Section 23(5)(b) PPIPA permits non-compliance with Principle 11 where the disclosure is made to a law enforcement agency for the purpose of ascertaining the whereabouts of a person reported to be missing. However, Council need not disclose material that it is entitled to refuse in the absence of a subpoena, warrant or other lawful requirement.</p> <p>Section 23(5)(c) PPIPA permits non-compliance with Principle 11 where disclosure is authorised by subpoena, search warrant or other statutory instrument. However Council need not disclose material that it is entitled to refuse in the absence of a subpoena, warrant or other lawful requirement.</p> <p>Section 23(5)(d)(i) PPIPA permits non-compliance with Principle 11 where disclosure is reasonably necessary for the protection of the public revenue. <i>Protection of the public revenue</i> could mean a fraud with respect to taxes or other revenue earning processes such as avoidance of stamp duty. However Council need not disclose material that it is entitled to refuse in the absence of a subpoena, warrant or other lawful requirement.</p> <p>Section 23(5)(c)(ii) PPIPA permits non-compliance with Principle 11 where disclosure is reasonably necessary to investigate an offence where there are reasonable grounds to believe an offence has been committed.</p> <p>Section 24(4) PPIPA permits non-compliance with Principle 11 if:</p> <ul style="list-style-type: none">(i) investigating a complaint that could be referred or made to, or has been referred from or made by, an investigative agency, and(ii) if the disclosure is to an
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		<p>investigative agency</p> <p>Section 26(2) PPIPA permits non-compliance where the person expressly consents to such non-compliance.</p> <p>Section 28(3) PPIPA permits non-compliance where a disclosure is to be made to a public sector agency under the administration of the Minister for Local Government or a public sector agency under the administration of the Premier for the purpose of informing the Minister (or Premier) about any matter within the Minister's (or Premier's) administration.</p>
12	<p>Safeguarded – Council cannot disclose an individual's sensitive personal information without their consent. It may only disclose sensitive information without consent in order to prevent a serious and imminent threat to any person's life or health.</p>	

The following table sets out the Health Protection Principles contained in the HRIPA. The principles lay down the basic rules of what an organisation must do when it collects, stores, uses and discloses health information.

	Health Records and Information Privacy Act 2002	Modifications and other permitted uses
Collection		
1	<p>Lawful – Health information must be collected for a lawful purpose that is directly related to the agency's functions or activities and be necessary for that purpose</p>	
2	<p>Relevant – Health information must be relevant, accurate, complete and up to date. The collection should not unreasonably intrude into the individual's personal affairs.</p>	
3	<p>Direct – Health information must be collected directly from the person concerned unless it is unreasonable to do so</p>	<p>If it is unreasonable or impracticable, Council may need to collect the health information from someone else. Some examples of when it may be unreasonable or impracticable are if the person lacks the capacity to provide their health information, you may need to collect health information about them from an authorised representative such as, a carer or guardian.</p>
4	<p>Open – The person concerned must</p>	

	<p>be informed why health information is being collected about them, what will be done with it and who might see it. The agency should also inform the person how they can view and correct their health information and any consequences if they do not provide their information. If health information is collected about a person from someone else, reasonable steps must be taken to ensure that the person has been notified as above.</p>	
Storage		
5	<p>Secure – Health information must be stored securely, not kept any longer than as required by the General Retention and Disposal Authority for Local Government Records issued by the State Records Authority of NSW and be disposed of appropriately. It should be protected from unauthorised access, use or disclosure.</p>	
6	<p>Transparent – Enough detail must be given about what health information is stored, why it is stored and what rights an individual has to access it.</p>	<p>Where Council is conducting an investigation, the Investigative Code of Practice prepared by Privacy NSW and made by the Attorney-General will apply.</p> <p>Principle 6 is modified by the Investigative Code to permit non compliance if compliance is reasonably likely to detrimentally affect (or prevent the proper exercise of) Council's conduct of any lawful investigation</p>
7	<p>Accessible – An individual must be allowed access to their health information without unreasonable delay or expense</p>	<p>Where Council is conducting an investigation, the Investigative Code of Practice prepared by Privacy NSW and made by the Attorney-General will apply.</p> <p>Principle 7 is modified by the Investigative Code to permit non-compliance if compliance is reasonably likely to detrimentally affect (or prevent the proper exercise of) Council's conduct of any lawful investigation.</p>
8	<p>Correct – An individual must be allowed to update, correct or amend their health information where requested</p>	<p>Where Council is conducting an investigation, the Investigative Code of Practice prepared by Privacy NSW and made by the Attorney-General will apply.</p> <p>Principle 8 is modified by the Investigative Code to permit non-compliance if</p>

		compliance is reasonably likely to detrimentally affect (or prevent the proper exercise of) Council's conduct of any lawful investigation.
9	Accurate – Council must ensure that health information is accurate before using it	
Use		
10	Limited – Council may only use health information for the purpose for which it was collected, for a directly related purpose that the person would expect. Secondary purposes include where there is a serious and imminent threat to any person's life, health or safety, for the management of a health service, for training, research, or to locate a missing person. Additionally a secondary purpose includes investigation of unlawful activity, and to exercise complaint handling or investigative functions. Otherwise consent is required.	
Disclosure		
11	Limited – An agency may only disclose health information for the purpose for which it was collected or a directly related purpose that the person would expect. Otherwise consent is generally required. Secondary purposes include where there is a serious and imminent threat to any person's life, health or safety, for the management of a health service, for training, research or to locate a missing person. Additionally a secondary purpose includes investigation of suspected unlawful activity and to exercise complaint handling or investigative functions.	<p>The Privacy Code of Practice for Local Government makes provision for council to depart from this principle in the circumstances described below:</p> <p>Council may disclose personal information to public sector agencies or public utilities on condition that:</p> <ul style="list-style-type: none"> (i) the agency has approached Council in writing; (ii) Council is satisfied that the information is to be used by that agency for the proper and lawful function/s of that agency, and (iii) Council is satisfied that the personal information is reasonably necessary for the exercise of that agency's function/s <p>Where personal information which has been collected about an individual is to be disclosed for the purpose, of conferring upon that person, an award, prize, benefit or similar form of personal recognition.</p>

		<p>Where Council is requested by a potential employer, it may verify that a current or former employee work) or has worked for Council, the duration of that work, and the position occupied during that time. This exception shall not permit Council to give an opinion as to that person's suitability for a particular position with any potential employer unless Council is satisfied that the person has provided their consent for Council to provide a reference, which may include an opinion as to that person's suitability for the position for which he/she has applied.</p>
Identifiers and Anonymity		
12	<p>Not identified – Individuals should only be identified by using unique identifiers if it is reasonably necessary to carry out the agency's functions</p>	<p>The Privacy Code of Practice for Local Government makes provision for Council to depart from this principle in the circumstances described below:</p> <p>Where Council is requested by a potential employer outside New South Wales, it may verify that a current or former employee works or has worked for Council, the duration of that work, and the position occupied during that time. This exception shall not permit Council to give an opinion as to that person's suitability for a particular position with any potential employer unless Council is satisfied that the person has provided their consent for Council to provide a reference, which may include an opinion as to that person's suitability for the position fair which he/she has applied.</p> <p>Where Council is conducting an investigation, the Investigative Code of Practice prepared by Privacy NSW and made by the Attorney-General will apply.</p> <p>The Investigative Code modifies Principle 12 to permit the disclosure of information to another agency that is conducting, or may conduct, a lawful investigation provided the information is reasonably necessary for the purposes of that investigation.</p>
13	<p>Anonymous – individuals must be given the opportunity of receiving services from an agency anonymously where this is lawful and practicable</p>	

Transferrals and Linkage

14	Controlled – Health information must only be transferred outside NSW if Council reasonably believes that the recipient is subject to laws or obligations substantially similar to those imposed by the HRIPA or consent has been given, or transfer is under a contract between Council and the individual, or transfer will benefit the individual, or to lessen a serious threat to an individual's health and welfare, or steps have been taken to ensure that the information will not be handled inconsistently with the HRIPA or transfer is not permitted or required under any other law	
15	Authorised – individuals must expressly consent to participate in any system that links health records across more than one organisation. Health information or the disclosure of their identifier for the purpose of the health records linkage system should only be included if the person has given express consent	

4. Implementation of the Privacy Management Plan

Training Seminars/Induction

Staff will be trained by the Privacy Officer or their relevant Manager who will provide opportunities for disseminating policies and practices relating to the Council's privacy obligations. All new staff complete an Induction Program in workplace ethics and privacy obligations and relevant policies and practices are canvassed in this context. A copy of the Privacy statement will be distributed during Council's Staff Induction Program.

The Code of Conduct, issued to all staff, deals with the use and disclosure of information obtained in the course of employment and with the confidentiality obligations of staff who have left the organisation.

Each section of every Business Unit, will be trained about requirements of the Privacy and Personal Information Protection Act and their individual responsibilities will be discussed. A copy or access to this Privacy Management Plan will be provided at these sessions.

Training for staff is also supplemented by resources to be accessed when more complex decisions or assessments have to be made. Currently available resources include:

- Department circulars
- Department guidelines and other publications including the Code of Conduct, Policy on Use of Electronic Mail and the Internet, Security of Information Systems Policy, Security of Electronic Information Policy
- Publications from the Privacy Commissioner's Office, including:
 - ◆ The Guide to the Information Protection Principles
 - ◆ The Guide to Making Privacy Codes of Practice
 - ◆ The Guide to Public Registers

The Privacy Management Plan will be reviewed on a yearly basis by Council's Privacy Officer. The plan's effectiveness will be addressed and this will lead to any necessary changes.

During induction, all employees should be made aware that the performance management system has the potential to include personal information on their individual work performance or competency.

Councillors, the Administrator, staff including staff of Council businesses and members of committees should be acquainted with the general provisions of PIPA, and in particular, the 12 Information Protection Principles, the Public Register provisions, the Privacy Code of Practice for Local Government, this Plan and any other applicable Code of Practice.

In relation to the rollout of projects, a Privacy Impact Assessment threshold must be established before the implementation of the project. It is the responsibility of the Project Officer to ensure that this is assessed and documented.

Responsibilities of the Privacy Contact Officer

In order to ensure compliance with PPIPA, the Privacy Contact Officer may co-ordinate through Directors and Managers the review of all contracts and agreements with consultants and other contractors, rates notices, application forms, and other written requests by which personal information is collected by Council, to ensure that Council is in compliance with PPIPA.

The Privacy Contact Officer will ensure Council in its public areas has special provisions for working with computer screens. Computer screens may require:

- fast screen savers
- face the computers away from the public
- only allow the record system to show 1 record at a time

Council's electronic databases should also be reviewed to ensure that they contain procedures and protocols to check the accuracy and currency of personal information.

The Privacy Contact Officer will also provide opinions within Council as to:

- (i) whether the personal information is collected for a lawful purpose;
- (ii) if that lawful purpose is directly related to a function of Council; and
- (iii) whether or not the collection of that personal information is reasonably necessary for the specified purpose.

Any further concerns of a legal nature will be referred to Council's legal advisor(s).

The Chief Executive Officer may assign designated officers as "Privacy Officers" within Council. In this manner, the Council will ensure that the Information Protection Principles are more broadly understood and that individual groups have a greater focus on the information protection principles and are directly applied to Council's day to day functions.

Distribution of Information to the public

Council may prepare its own literature such as pamphlets on PPIPA, or it may obtain and distribute copies of literature available from Privacy NSW.

Council may also publish public notices, newsletters or website bulletins explaining the key elements of the Act and the rights of persons about whom information is held. See the discussion in this Plan with respect to Principle 6 for more information in this regard.

The Privacy Contact Officer will ensure that the Rates Notice includes a notice which:

- (i) mentions the PPIPA
- (ii) states that Council holds personal information
- (iii) mentions that Council may use and disclose personal information in various circumstances; and
- (iv) states that for further information, please contact the Privacy Contact Officer on 9806 5313

The following disclaimer will be included on all application forms:

IMPORTANT:

Any personal information provided by you on this form will be used by Council or its agents to process this application. The provision of this information is voluntary, however, if you do not provide the information, Council will be unable to process your application. Once collected by Council, the information can be accessed by you and may also be available to 3rd parties in accordance with Council's Access to Information Policy.

5. Privacy Breach Management Process

A data breach is when personal information held by Council is lost or subjected to unauthorised access, modification, disclosure, or other misuse or interference. Examples of a data breach are when a device containing personal information is lost or stolen, Council's database containing personal information is hacked or a Council staff member or volunteer mistakenly provides personal information to the wrong person.

Information which Council's Privacy Breach Management Plan should cover includes:

- A strategy for assessing, managing and containing data breaches. This includes the steps and actions that staff and volunteers should take in the event of a breach or suspected breach. Specifically:
 - potential strategies for containing and remediating data breaches;
 - ensuring Council maintains the capability to implement those strategies as a matter of priority (e.g. having staff available to deal with the breach). The plan should reflect the capabilities of staff to adequately assess breaches and their impact, especially when breaches are not escalated to a response team;
 - a clear and immediate communications strategy that allows for the prompt notification of affected individuals and other relevant entities. In particular:
 - Who is responsible for implementing the communications strategy;
 - Determining how affected individuals will be contacted and managed;
 - Criteria for determining which external stakeholders should be contacted (for example, law enforcement and cyber security agencies, regulators (including the NSW OIC) and the media)
 - Who is responsible for determining which external stakeholders should be contacted
 - Who is responsible for liaising with those external stakeholders?
 - The plan should also clearly identify those actions that are legislative or contractual requirements
 - A clear explanation of what constitutes a data breach, so that staff are able to identify one should a breach occur. Council may also want to include potential examples of a data breach which are tailored to reflect its activities/functions (e.g. a breach that occurs in relation to a child care centre or meals on wheels service).
 - The reporting line if staff do suspect a data breach, including who needs to be informed immediately.
 - The circumstances in which the breach can be handled by a line manager, or when it should be escalated to a response team. This could include consideration of the following questions:
 - are multiple individuals affected by the breach or suspected breach?
 - is there (now or potentially in the future) a real risk of serious harm to the affected individual(s)?

- does the breach or suspected breach indicate a systemic problem with Council's practices or procedures?
- other issues relevant to Council's circumstances, such as the value of the data or issues of reputational risk
- Who is responsible for deciding whether the breach should be escalated to the response team? One option is to have each senior manager responsible for deciding whether to escalate matters relevant to their area. The other option is to have a dedicated role, such as the privacy contact officer.
- Recording data breaches. Council should consider how to record data breaches, including those that are not escalated to the response team.
- Managing data breaches: containing the breach; evaluating the risks associated with the breach; notification of the breach; and taking steps to prevent future breaches.
- A strategy to identify and address any weaknesses in data handling that contributed to the breach.
- A system for a post-breach review and assessment of Council's response to the data breach and the effectiveness of its data breach response plan.

6. Internal Review

How does the process of Internal Review operate?

Complaints are to be made within **6 months** of the complainant being first aware of the conduct. The complaint is to be in writing and addressed to Council's Privacy Contact Officer. The Privacy Contact Officer will appoint a Reviewing Officer to conduct the internal review. The Reviewing Officer must not be substantially involved in any matter relating to the complaint. The Reviewing Officer must be an employee and suitability qualified. The receipt of the complaint must be acknowledged within **5 days**. The review is to be completed within **60 days** of the lodgement of the complaint. The Council must notify the complainant of the outcome of the review within **14 days** of its determination.

The Privacy Commissioner must be notified of a complaint, briefed on progress and notified of the outcome of an internal review under PPIPA.

What happens after an Internal Review?

If the complainant remains unsatisfied, he/she may appeal to the Administrative Decisions Tribunal which hears the matter and may impose its own decision and award damages for a breach of an information protection principle to an amount up to \$40,000.00. In order to seek an external review, an application must be made to the Administrative Decisions Tribunal within **28 days** from the date of the internal review determination.

Privacy NSW
ATTENTION: Privacy Commissioner
PO Box A2122
SYDNEY SOUTH NSW 1235

Phone: 02 8268 5580
Fax: 02 9268 5501
Email: privacy_nsw@agd.nsw.gov.au

7. Other Relevant Matters

Contracts with consultants and other private contractors

It is necessary to have specific provisions to protect Council in any dealings with Private contractors.

Confidentiality

The obligation of confidentiality is additional to and separate from that of privacy. Nevertheless, a duty to withhold information lies at the heart of both concepts. Confidentiality attaches to information per se, personal information to the person to whom that information relates.

An obligation of confidentiality exists for all employees whether express or implied as a matter of law.

Information which may be confidential is also likely to have a separate and independent obligation attaching to it in the form of privacy and in that regard, a release for the purposes of confidentiality will not suffice for privacy purposes. Two separate releases will be required and, in the case of privacy, the person to whom the information relates will be required to provide the release.

Misuse of personal information

Section 664 LGA makes it an offence for anyone to disclose information except in accordance with that section. Whether or not a particular disclosure is made with lawful excuse is a matter that requires legal opinion from case to case.

Regular review of the collection, storage and use of personal information

The information practices relating to the collection, storage and use of personal information will be reviewed by the Council every 3 years. Any new program initiatives will be incorporated into the review process with a view to ascertaining whether or not those programs comply with PPIPA.

Regular Review of Privacy Management Plan

Once the information practices are reviewed from time to time, the Privacy Management Plan will also be reviewed to ensure that the Plan is up to date.

Contact Details

City of Parramatta Council's Privacy Contact Officer is:

Governance Coordinator
City of Parramatta Council
PO Box 32 Parramatta NSW 2124
council@cityofparramatta.nsw.gov.au

Phone: 02 9806 5313
Email:

Date of Adoption/Amendment

Council Meeting (Min. No. XX) with the Privacy Management Plan to be reviewed annually from the date of adoption.

8. Procedures

Statutory Declaration for Access under Section 57 to Public Register

Any person wishing to inspect personal information held on a Public Register, must complete the required form as in **Attachment 1** and have it signed by a Justice of the Peace. The form must state their details and reason for the proposed use of the information.

There are no fees associated with such an application and once complete, the application should be addressed to City of Parramatta Council's Privacy Contact Officer:

Manager Governance & Risk
City of Parramatta Council
PO Box 32
Parramatta NSW 2124

Phone: 02 9806 5313

Email: council@cityofparramatta.nsw.gov.au

Any copies required from the Public Register must be paid for and they will be in conjunction with the fees and charges under Section 12 of the Local Government Act.

Privacy Notification Form – Post Collection

If Council has collected personal information indirectly, eg. from another agency, Council must advise the individuals of the information that has been collected. The form Council will use to notify the person concerned is shown in **Attachment 2**.

There are no fees associated with such an application and once complete, the form should be returned to City of Parramatta Council's Privacy Contact Officer:

Manager Governance & Risk
City of Parramatta Council
PO Box 32
Parramatta NSW 2124

Phone: 02 9806 5313

Email: council@cityofparramatta.nsw.gov.au

Privacy Notification Form - Pre-Collection

All application forms as held by Council will have attached to them a Privacy Notification Form as per **Attachment 3**. There are no fees associated with such an application and once complete, the form should be returned to City of Parramatta Council's Privacy Contact Officer:

Manager Governance & Risk
City of Parramatta Council
PO Box 32
Parramatta NSW 2124

Phone: 02 9806 5313

Email: council@cityofparramatta.nsw.gov.au

Statutory Declaration for Determination under Section 13

Any person wishing to know if Council holds personal information about them, can apply in writing using the relevant form (**Attachment 4**). Council will endeavour to provide this information and will include the nature of, purpose and access to the information found.

There are no fees associated with such an application and once complete, the form should be returned to City of Parramatta Council's Privacy Contact Officer:

Manager Governance & Risk
City of Parramatta Council
PO Box 32
Parramatta NSW 2124

Phone: 02 9806 5313

Email: council@cityofparramatta.nsw.gov.au

Statutory Declaration for Access under Section 14

Any person requesting access to personal information held about them, can apply in writing using the relevant form (**Attachment 5**).

There are fees associated with such an application and once complete, the form should be returned to City of Parramatta Council's Privacy Contact Officer:

Manager Governance & Risk
City of Parramatta Council
PO Box 32
Parramatta NSW 2124

Phone: 02 9806 5313

Email: council@cityofparramatta.nsw.gov.au

Council will provide this information within 21 days, following payment of the relevant fees.

Statutory Declaration for Alteration under Section 15

Any person requesting that personal information held about them be amended, can apply in writing using the relevant form (**Attachment 6**).

There are no fees associated with such an application and once complete, the form should be returned to City of Parramatta Council's Privacy Contact Officer:

Manager Governance & Risk
City of Parramatta Council
PO Box 32
Parramatta NSW 2124

Phone: 02 9806 5313

Email: council@cityofparramatta.nsw.gov.au

Council will notify the applicant as soon as possible, of the making of any amendments.

Section 12 LGA Applications

Requests for the supply of information under Section 12 of the Local Government Act shall be made by completing an Application Form. Applicants must be precise about the

information they want to access so as to enable the correct documents to be identified. This form will be retained on the file accessed.

If there is any uncertainty or doubt about the purpose stated, the applicant may be required to make a Statutory Declaration. This may occur if the file contains sensitive personal information.

Council requires at least 48 hours to locate a file and check the file for privacy matters. A Council Officer will contact the applicant by telephone when the file is available for viewing. All file inspections will be supervised and carried out at the Administration Building, Church Street, Parramatta. Copies of documents will be charged at the prescribed fee and must be paid prior to release of those documents.

The relevant application form is Access to Information under Section 12 of the Local Government Act. The form can be downloaded from the website www.cityofparramatta.nsw.gov.au, collected from Council's Customer Contact Centre, Church Street, Parramatta or by contacting the Privacy Officer on 9806 5313.

Document History

Owner	Manager Governance and Risk
Policy Number	POL289
Date Approved	
Approval Authority	Council
Date of Commencement	
Amendment Dates	September 2006 Council 2017 – amended to comply with Model Guidelines and to incorporate br
Date for Next Review	2020

9. Attachments

Attachment 1 Statutory Declaration for Access under Section 57

STATUTORY DECLARATION FOR ACCESS UNDER SECTION 57 OF THE PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1988 TO A PUBLIC REGISTER HELD BY CITY OF PARRAMATTA COUNCIL

**STATUTORY DECLARATION
OATHS ACT, 1900, NINTH SCHEDULE**

I, the undersigned, (name of applicant)

of(address)

in the State of New South Wales, do solemnly and sincerely declare that:

I am(relationship, if any, to person inquired about)

I seek to know whether is on the public register of
..... (name of register)

The purpose for which I seek this information is

The purpose for which the information is required is to

and I make this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths Act 1994.

Declared at

in the said State this day of 200
before me.

.....
before me:

Justice of the Peace/Solicitor

.....
Name to be Printed

**PRIVACY NOTIFICATION FORM
SECTION 10 - POST COLLECTION**



**CITY OF
PARRAMATTA**

Name Surname

Address

SUBURB NSW 2000

* addressed to the person from whom information has been collected.

The personal information that Council has collected from you is personal information for the purposes of the Privacy and Personal Information Protection Act 1998.

The intended recipients of the personal information are:

- Officers within the Council
- Data service providers engaged by the Council from time to time
- any other agent of the Council; and
- (any other)

The supply of the information by you is/is not voluntary. If you cannot provide or do not wish to provide the information sought, the Council may be unable to process your application. Once collected by Council, the information can be accessed by you and may also be available to 3rd parties in accordance with Council's Access to Information Policy.

Council has collected this personal information from you in order to

You may make application for access or amendment to information held by Council. You may also make a request that Council suppress your personal information from a public register. Council will consider any such application in accordance with the Privacy and Personal Information Protection Act.

Council is to be regarded as the agency that holds the information.

Enquiries concerning this matter can be addressed to the Privacy Contact Officer, Governance Coordinator on 9806 5313.

Signed:

Dated:

**PRIVACY NOTIFICATION FORM
SECTION 10 – PRE COLLECTION**



**CITY OF
PARRAMATTA**

Name Surname
Address
SUBURB NSW 2000

* addressed to the person from whom information is about to be collected or has been collected.

The personal information that Council is collecting from you is personal information for the purposes of the Privacy and Personal Information Protection Act 1998.

The intended recipients of the personal information are:

- Officers within the Council
- Data service providers engaged by the Council from time to time
- any other agent of the Council; and
- (any other)

The supply of the information by you is/is not voluntary. If you cannot provide or do not wish to provide the information sought, the Council may be unable to process your application. Once collected by Council, the information can be accessed by you and may also be available to 3rd parties in accordance with Council’s Access to Information Policy.

Council has collected this personal information from you in order to

You may make application for access or amendment to information held by Council. You may also make a request that Council suppress your personal information from a public register. Council will consider any such application in accordance with the Privacy and Personal Information Protection Act.

Council is to be regarded as the agency that holds the information.

Enquiries concerning this matter can be addressed to the Privacy Contact Officer on 9806 5313

Signed:

Dated:

Attachment 4 Statutory Declaration for Determination under Section 13

APPLICATION UNDER SECTION 13 OF THE PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1988 TO DETERMINE WHETHER COUNCIL HOLDS PERSONAL INFORMATION ABOUT A PERSON

PERSONAL INFORMATION HELD BY THE COUNCIL

I, of(address), hereby request the Chief Executive Officer of City of Parramatta Council to provide the following:

Does the Council hold personal information about me? YES/NO

If so, what is the nature of that information?

.....
.....
.....

What is the main purpose for holding the information?

.....
.....
.....

Am I entitled to access the information? YES/NO

My address for response to this application is:

.....
.....
.....

Note to Applicants

Should you provide your address or any other contact details the Council will not record those details for any other purpose other than to respond to your application.

As an applicant, you have a right of access to personal information concerning yourself that is held by the Council under Section 14 of the Privacy and Personal Information Protection Act. There is a separate application form to gain access.

The Council may refuse to process this application in part or in whole if:

- ◆ there is an exemption to Section 13 of the Act; or
- ◆ a Code may restrict the operation of Section 14.

APPLICATION UNDER SECTION 14 OF THE PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1988 FOR ACCESS TO APPLICANT'S PERSONAL INFORMATION

PERSONAL INFORMATION HELD BY THE Council

I, of(address), hereby request the Chief Executive Officer of City of Parramatta Council to provide me with:

- (a) access to all personal information held concerning myself; or
- (b) access to the following personal information only

Note to Applicants

As an applicant, you have a right of access to personal information held by City of Parramatta Council under Section 14 of the Privacy and Personal Information Protection Act.

You are entitled to have access without excessive delay or cost.

The Council may refuse to process this application in part or in whole if:

- the correct amount of fees has not been paid
- there is an exemption to Section 14 of the Act
- a Code of Practice may restrict disclosure

Enquiries concerning this application should be made to:

City of Parramatta Council
ATTENTION: Privacy Officer
PO Box 32
PARRAMATTA NSW 2124

Phone: 02 9806 5313

Email: council@cityofparramatta.nsw.gov.au

APPLICATION UNDER SECTION 15 OF THE PRIVACY AND PERSONAL INFORMATION PROTECTION ACT 1988 FOR ALTERATION OF APPLICANT'S PERSONAL INFORMATION

PERSONAL INFORMATION HELD BY THE Council

I,of(address), hereby request the Chief Executive Officer of City of Parramatta Council to alter personal information regarding myself in the following manner:

I propose the following changes:

The reasons for the changes are as follows:

The documentary bases for those changes is as shown on the attached documents:
.....

Note to Applicants

You have a right to request appropriate amendments are made (whether by way of corrections, deletions or additions) to ensure that the personal information held by City of Parramatta Council:

- (a) is accurate, and
- (b) having regard to the purpose for which the information was collected (or is to be used) and to any purpose that is directly related to that purpose, is relevant, up to date, complete and not misleading.

If Council is not prepared to amend the personal information in accordance with a request by you, Council must take such steps as are reasonable to attach to the information in such a manner as is capable of being read with the information, any statement provided by you.

If your personal information is amended, you are entitled under the Privacy and Personal Information Protection Act, if it is reasonably practicable, to have the recipients of that information notified of the amendments made by Council.

Council may refuse to process your application in part or in whole if:

- ◆ there is an exemption to Section 15 of the Act; or
- ◆ a Code of Practice may restrict disclosure.

Enquiries concerning this application should be made to:

City of Parramatta Council
ATTENTION: Privacy Officer
PO Box 32
Parramatta NSW 2124

Phone: 02 9806 5313

Email: council@cityofparramatta.nsw.gov.au

