

# Direction under s. 41(1) of the *Privacy and Personal Information Protection Act 1998* in relation to myWorkZone

As Privacy Commissioner appointed under Part 4, Division 1 of the *Privacy and Personal Information Protection Act 1998* ("the *PPIP Act*"), I, Sonia Minutillo, hereby direct, pursuant to s. 41(1) of the *PPIP Act* that:

## 1. Overview

- 1.1. This Direction is made under s. 41 of the *PPIP Act*. It should be read in conjunction with the *PPIP Act*.

## 2. Interpretation

- 2.1. In this Direction, the following words have the respective meanings:

**"AESG 2.0"** means the Accenture Enterprise Services for Government ("AESG") 2.0 ERP system, or any ERP system that replaces it.

**"Centre of Excellence"** means the Sponsor Agency or the Public Sector Agency that the Sponsor Agency has assigned to be responsible for the day-to-day systems administration of AESG 2.0 (including the Shared Services Hubs), the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems established to facilitate the provision of Shared Services to User Agencies. It may be a Shared Services Hub Operator for all User Agencies in some circumstances and assist another Shared Services Hub Operator provide Shared Services to User Agencies.

**"Cluster Council"** means the groups of representatives from all the Participating Agencies that provide oversight of and governance direction to the Sponsor Agency.

**"DCS"** means the Department of Customer Service.

**"Eligible Data Breach"** has the same meaning that it does in s. 59D of the *PPIP Act*.

**"ERP"** means enterprise resource planning, which concerns the operational management and control of key enterprise functions such as: human resources, payroll, financial transactions, budgets, procurement, accounts payable, accounts receivable, and revenue and asset management functions.

**"Health Information"** has the same meaning as in s. 6 of the *Health Records and Information Privacy Act 2002*.

**"Information Protection Principle"** or **"IPP"** means the Information Protection Principles in Division 1, Part 2 of the *PPIP Act*.

**"Linked Software Application"** means any software application that has been linked to AESG 2.0 at the request of one or more User Agencies for Shared Services Hub Operators to provide Shared Services to them or a Shared Services Hub Operator.

**"myWorkZone Document Management System"** means any centralised records management system under the management and control of the Sponsor Agency that stores and consolidates User Agencies' data that is handled, in conjunction with the data stored in AESG 2.0, for the purposes of the User Agencies receiving Shared Services or transferred between User Agencies to give effect to a transfer of people or functions between the relevant User Agencies.

**"Participating Agency"** means either the Sponsor Agency, the Centre of Excellence, another

Shared Services Hub Operator or a User Agency.

“**Personal Information**” has the same meaning as it does in s. 4 of the *PPIP Act*.

“**Public Sector Agency**” has the same meaning as it does in s. 3 of the *PPIP Act*.

“**Shared Services**” means non-core business activities and processes (such as human resource management, finance management and procurement, asset management and real estate, data standards and systems) of a User Agency that can be provided by a Shared Services Hub Operator to one or more User Agencies.

“**Shared Services Hub**” means a hub in AESG 2.0 that leverages AESG 2.0 data to facilitate the coordination and provision of Shared Services to more than one User Agency.

“**Shared Services Hub Operator**” means the Centre of Excellence or a Public Sector Agency that operates a Shared Services Hub that accesses and uses the data in AESG 2.0 to provide Shared Services to at least one other User Agency.

“**Sponsor Agency**” means DCS or another Public Sector Agency that has been appointed by the Secretaries Board to be responsible for identifying the need for, making the business case for, delivering (including entering into head contracts with service providers) and being the owner of myWorkZone, including any assets that are created (including AESG 2.0 and the myWorkZone Document Management System).

“**Tax File Number Information**” has the same meaning as it does in s. 6(1) of the *Privacy Act 1988* (Cth).

“**User Agency**” means a Public Sector Agency that uses AESG 2.0 and/or a Shared Services Hub.

2.2. In this Direction, unless the contrary intention appears:

2.2.1. Where a word or phrase is given a defined meaning, any other part of speech or other grammatical forms of the word have, unless the context otherwise requires, a corresponding meaning.

2.2.2. A reference to a word or expression in the singular form includes a reference to the word or expression in the plural form, and a reference to a word or expression in the plural form includes a reference to the word or expression in the singular form.

2.2.3. The words “information” and “data” are used interchangeably.

### 3. Application

3.1. Unless otherwise stated, this Direction applies to Participating Agencies and to certain other Public Sector Agencies to the extent set out in this Direction.

3.2. A corresponding direction under the *Health Records and Information Privacy Act 2002* applies in respect of any dealings with Health Information for the purposes of myWorkZone.

### 4. Background

4.1. The PaTH Program was a whole-of-government initiative for ERP and Shared Services to address the complexities and challenges of machinery of government changes and to promote more effective and efficient service delivery across NSW government agencies.

4.2. It was intended to progressively consolidate:

4.2.1. ERP systems into a single ERP system that would be linked to the PaTH RMS and Linked Software Applications that are required for Shared Services to be provided; and

4.2.2. Shared Services operations by simplifying and standardising processes,

technology and other supporting systems so that those services can be co-ordinated and delivered from a Shared Services Hub.

- 4.3. During the first phase of the PaTH Program (previously termed “Horizon 1”), the AESG 2.0 platform and a shared services operating model was delivered to a select number of User Agencies across government. It was, however, anticipated that, in subsequent phases, the PaTH Program would be extended to additional User Agencies (this anticipated expansion of the program was previously termed “Horizon 2” and “Horizon 3”).
- 4.3A. On 31 January 2023, the Privacy Commissioner made a direction under s. 41(1) of the *PPIP Act* in relation to the PaTH Program, for an initial period of three years. That direction exempted or modified the application of the IPPs to Sponsor Agencies, Shared Services Hub Operators, User Agencies, the Centre of Excellence and the Cluster Council to facilitate the operation and implementation of the PaTH Program, including the provision of Shared Services to User Agencies.
- 4.3B. In October 2024, the PaTH Program was decommissioned and transitioned to a program called “myWorkZone”, which operates as a permanent, business as usual structure. The operation of myWorkZone is managed by the Government Shared Services division within DCS. myWorkZone operates in substantially the same way as the PaTH Program, which includes the application of the information security controls in place under the PaTH Program to myWorkZone.
- 4.3C. It is intended that additional Public Sector Agencies will continue to be onboarded to myWorkZone.
- 4.3D. It is intended that this Direction continue, and update, the exemptions and modifications originally conferred by the 2023 Direction.

***Single ERP system***

- 4.4. The single ERP system being developed and used by myWorkZone is AESG 2.0. It is designed to be scalable so that additional agencies can be onboarded, as needed. AESG 2.0 is hosted on cloud platforms and has:
  - 4.4.1. a core/base functionality that is delivered to all User Agencies, comprising of, among other things, several SAP applications (including SAP Enterprise Management, SAP Success Factors, SAP Analytics Cloud and SAP Fieldglass) and interfaces with various software, including Service Now, OKTA, ReadSoft, Expense8, Blackline, Aris, TM1 and Sailpoint;
  - 4.4.2. a supplementary functionality that is only delivered to specified User Agencies that require the functionality of a particular application;
  - 4.4.3. a silo for each User Agency’s data stored in AESG 2.0; and
  - 4.4.4. master files for at least all Participating Agency’s vendors and employees in AESG 2.0.
- 4.5. Access to the data stored in AESG 2.0 is governed by strict access rights connected to a user’s role, incorporating the segregation of duties internal control, so that:
  - 4.5.1. every user’s access to and use of AESG 2.0 can be tracked and audited; and
  - 4.5.2. no user is given access to more data than is needed to perform their role.
- 4.6. AESG 2.0 data is also encrypted at rest (when the data is stored in a digital format) and in transit (when the data moves between the Sponsor Agency, Shared Services Hub Operators and User Agencies in the AESG 2.0 environment).

***myWorkZone Document Management System***

- 4.7. The myWorkZone Document Management System replaces some of the individual User Agencies' records management systems for data not stored in AESG 2.0 that:
  - 4.7.1. is provided by User Agencies to a Shared Services Hub Operator in order to receive Shared Services;
  - 4.7.2. is updated by a Shared Services Hub Operator to provide Shared Services to User Agencies; and/or
  - 4.7.3. is transferred from one User Agency to another to the extent necessary to give effect to a transfer of people or functions between those User Agencies arising from individual choice or a machinery of government change.
- 4.8. Access to the data stored in the myWorkZone Document Management System is governed by strict access rights such that:
  - 4.8.1. every user's access to and use of the myWorkZone Document Management System is tracked and audited; and
  - 4.8.2. each user is asked to agree not to access the myWorkZone Document Management System for a purpose not related to their role before access is provided.

### **Linked Software Applications**

- 4.9. A Linked Software Application will be linked to AESG 2.0 in the following circumstances:
  - 4.9.1. a User Agency or a Shared Services Hub Operator makes a request supported by a business justification for the linkage to occur;
  - 4.9.2. an agreement is entered into between the User Agency or the Shared Services Hub Operator (as the case requires) and the Sponsor Agency that governs the linkage of that software application and how it will be used to provide Shared Services; and
  - 4.9.3. the information security protections in place to protect the data stored in AESG 2.0 will still be reasonable in the circumstances following the linkage of the software application.

### ***Shared services operating model***

- 4.10. The Shared Services operating model comprises:
  - 4.10.1. one or more Shared Services Hubs in AESG 2.0 to co-ordinate and provide Shared Services to User Agencies on an opt-in basis;
  - 4.10.2. the Cluster Council, which provides a centralised governance layer, including Shared Services governance;
  - 4.10.3. the Centre of Excellence, which provides, among other things, a centralised data management service and a centralised ERP support team.
- 4.11. To provide Shared Services, the Shared Services Hub Operators (other than the Centre of Excellence) provides User Agencies with a catalogue of the Shared Services that they can provide. Following an agreement being reached between a Shared Services Hub Operator and a User Agency as to the Shared Services to be provided, the agreement will be formalised in a service level agreement that will specify, among other things:
  - 4.11.1. the Shared Services to be provided;
  - 4.11.2. the categories of information in AESG 2.0 and in the myWorkZone Document Management System to be shared and the purposes for which the information in the User Agency's silo in AESG 2.0 and in the myWorkZone Document

Management System that may be accessed and used;

- 4.11.3. any Linked Software Applications that will be used by either the User Agency or the Shared Services Hub Operator to provide the agreed Shared Services;
- 4.11.4. each party's privacy responsibilities arising from the handling of Personal Information and Health Information in relation to the provision and receipt of the agreed Shared Services, including the agency responsible for conducting any internal reviews under s. 53 of the *PPiP Act*; and
- 4.11.5. the circumstances in which another Shared Services Hub Operator (including the Centre of Excellence) will assist or replace the Shared Services Hub Operator in providing the agreed Shared Services.

4.12. The Centre of Excellence provides Shared Services to User Agencies in accordance with any agreements it has with other Shared Services Hub Operators or any agreements the Sponsor Agency has with the User Agencies.

## 5. Handling of Personal Information

- 5.1. From the nature of ERP and Shared Services, myWorkZone involves the handling of Personal Information by the Participating Agencies, including the Personal Information of employees (such as their names, date of birth, contact details, bank account details, emergency contact details, job title, line manager, leave balances and possession of work laptops), suppliers (such as the contact and bank account details of any sole traders) and creditors (such as any outstanding fees owed by an individual to a User Agency).
- 5.2. The Personal Information flows that will generally occur in implementing and operating myWorkZone are set out below and categorised based on the role a Participating Agency has in the context of myWorkZone when dealing with any Personal Information.
- 5.3. A Participating Agency may have more than one role in myWorkZone and, therefore, the Personal Information flows will be considered in light of the role being performed by the Participating Agency at each point that it handles Personal Information.

### *Implementation stage*

- 5.4. The implementation stage of myWorkZone, for Public Sector Agencies that have not already been onboarded to myWorkZone, involves:
  - 5.4.1. the migration of the User Agencies' data from their legacy ERP systems into AESG 2.0;
  - 5.4.2. the migration of the User Agencies' relevant data from their existing records management system into the myWorkZone Document Management System;
  - 5.4.3. the testing of AESG 2.0's and the myWorkZone Document Management System's functionality to ensure that it is fit for purpose from a systems and user perspective; and
  - 5.4.4. creating Linked Software Applications and testing the linkage is fit for purpose from a systems and user perspective.
- 5.5. The data flows at the implementation stage for User Agencies can be summarised as follows:
  - 5.5.1. the User Agencies (with or without the assistance of the Sponsor Agency's contractors and employees) use the data in their legacy ERP systems to create data templates to migrate the relevant data from their legacy ERP systems into AESG 2.0;<sup>1</sup>

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<sup>1</sup> The non-relevant data will be archived.

- 5.5.2. the User Agencies provide the relevant data in their legacy ERP systems to the Sponsor Agency for inclusion in AESG 2.0; and
- 5.5.3. the User Agencies provide the relevant data in their records management systems to the Sponsor Agency for inclusion in the myWorkZone Document Management System.
- 5.6. The data flows at the implementation stage for Sponsor Agencies can be summarised as follows:
  - 5.6.1. the Sponsor Agency collects the legacy ERP systems data from the User Agencies and stores it in AESG 2.0;
  - 5.6.2. the Sponsor Agency collects the relevant records management systems data from the User Agency and stores in the myWorkZone Document Management System;
  - 5.6.3. the Sponsor Agency (including its contractors) tests the data that has been migrated over and is stored in AESG 2.0 to ensure its accuracy and useability for the User Agencies and the Shared Services Hub Operators; and
  - 5.6.4. the Sponsor Agency (including its contractors) tests the data that has been migrated over and is stored in the myWorkZone Document Management System to ensure its accuracy and useability for the User Agencies and the Shared Services Hub Operators.
- 5.7. The Centre of Excellence and other Shared Services Hub Operators may handle information (that is, collect, hold, access, use or disclose) at the implementation stage of myWorkZone (for example, while testing AESG 2.0 or the myWorkZone Document Management System and ensuring any migrated data is fit for purpose).
- 5.8. The testing of any Linked Software Application will use dummy data and not any real data of a User Agency.

***Operational stage***

- 5.9. The operational stage of myWorkZone does not generally involve any additional information being handled or business processes being undertaken by the User Agencies that would not have been handled or undertaken if their legacy ERP systems or the relevant parts of their records management systems were not retired. However, it involves increased data flows and handling as information predominantly handled within a User Agency<sup>2</sup> is now shared with the Sponsor Agency, the Centre of Excellence and the other Shared Services Hub Operators.
- 5.10. A privacy consequence arising from the sharing of this information via AESG 2.0 is that more than one Participating Agency may be “holding” any Personal Information stored in AESG 2.0 (including the Personal Information stored in a User Agency’s silo) for the purposes of the *PPIP Act* as:
  - 5.10.1. the Sponsor Agency has possession of all the data stored in AESG 2.0;
  - 5.10.2. the User Agencies have a right to control their data stored in AESG 2.0;
  - 5.10.3. the Centre of Excellence has a right to access the data stored in AESG 2.0 for the purposes of administering or maintaining AESG 2.0; and
  - 5.10.4. the Shared Services Hub Operators have a right to access the data stored in AESG 2.0, to the extent that access has been granted to provide Shared Services to a User Agency.

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<sup>2</sup> Some of the User Agencies participating in myWorkZone will be part of existing Shared Services arrangements and already have some of their data moving between them and their Shared Services provider.

- 5.11. The aforementioned privacy consequence also arises from the sharing of Personal Information via the myWorkZone Document Management System.
- 5.12. The data flows at the operational stage for User Agencies can be summarised as follows:
  - 5.12.1. the User Agencies enter new or updating ERP related data that they collected into AESG 2.0 so that the data stored in AESG 2.0 will be the source of truth for ERP related data (in the same way they would have entered that data into their legacy ERP system);
  - 5.12.2. the User Agencies enter new or updating data relating to the data stored in the myWorkZone Document Management System so that the data stored in the myWorkZone Document Management System will be the source of truth for that data (in the same way they would have entered the data into their records management system);
  - 5.12.3. the User Agencies access and use their ERP related data stored in AESG 2.0 and their data stored in the myWorkZone Document Management System for their own purposes (in the same way they would have accessed the information in their legacy ERP system and records management system);
  - 5.12.4. the User Agencies provide access to some or all their data stored in AESG 2.0 and the myWorkZone Document Management System to the Shared Services Hub Operators so that they can receive Shared Services;
  - 5.12.5. in certain circumstances where people or functions transfer from one User Agency to another by individual choice or a machinery of government change, a User Agency's data stored in AESG 2.0 or the myWorkZone Document Management System will be transferred to another User Agency to the extent necessary to give effect to the transfer; and
  - 5.12.6. the User Agencies collect information from the Sponsor Agency, the Centre of Excellence and/or their Shared Services Hub Operator by storing information in AESG 2.0 (particularly, in connection with information stored in master files that will be accessible to all User Agencies) or the myWorkZone Document Management System and receiving Shared Services (particularly, as the provision of Shared Services may involve information to be updated).
- 5.13. The data flows at the operational stage for the Sponsor Agency can be summarised as follows:
  - 5.13.1. the Sponsor Agency collects all the additional and updating information entered into AESG 2.0 or the myWorkZone Document Management System by the User Agencies and/or the Shared Services Hub Operators;
  - 5.13.2. the Sponsor Agency provides access to the information stored in the master files of AESG 2.0 to the User Agencies and/or the Shared Services Hub Operators; and
  - 5.13.3. the Sponsor Agency provides access to the information stored in the myWorkZone Document Management System to the relevant User Agencies and the Shared Services Hub Operators
- 5.14. The data flows at the operational stage for the Shared Services Hub Operators can be summarised as follows:
  - 5.14.1. the Shared Services Hub Operators have access to some or all of a User Agency's data stored in AESG 2.0, the master files stored in AESG 2.0, and the myWorkZone Document Management System for the purposes of providing that agency with Shared Services on the basis that it will only access and employ the User Agency's

- data to do so (either directly in AESG 2.0 or a Linked Software Application);
- 5.14.2. a Shared Services Hub Operator provides another Shared Services Hub Operator with access to information so that the Shared Services can be provided by the other Shared Services Hub Operator;
- 5.14.3. a Shared Services Hub Operator accesses and uses the data stored in AESG 2.0 and the myWorkZone Document Management System to provide Shared Services to a User Agency; and
- 5.14.4. a Shared Services Hub Operator might create new data in providing Shared Services to a User Agency and update that User Agency's data silo in AESG 2.0 or the myWorkZone Document Management System.
- 5.15. The Cluster Council is not intended to handle any Personal Information other than as an incidence of exercising its oversight and governance functions.

## 6. Objectives of this Direction

- 6.1. This Direction has been made to permit the sharing of Personal Information between the Sponsor Agency, the User Agencies and the Shared Services Hub Operators to enable:
  - 6.1.1. the Sponsor Agency to make available to the User Agencies a single ERP system (being AESG 2.0) with one or more Shared Services Hubs and the myWorkZone Document Management System;
  - 6.1.2. the Centre of Excellence to administer AESG 2.0 (including the Shared Services Hubs), the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems established to facilitate the provision of Shared Services to User Agencies;
  - 6.1.3. the Shared Services Hub Operators to provide Shared Services via the Shared Services Hubs within AESG 2.0 and the Linked Software Applications and access and use the data stored in the myWorkZone Document Management System; and
  - 6.1.4. the User Agencies to use AESG 2.0 and the myWorkZone Document Management System, and receive Shared Services.
- 6.2. Compliance with the IPPs would be incompatible with the harmonisation and consolidation objectives of myWorkZone, which require the sharing of information (including Personal, Health and Tax File Number Information) between the Sponsor Agency, the Shared Services Hub Operators and the User Agencies so that a single ERP system and a centralised records management system can be established and Shared Services can be provided.
- 6.3. The public interest in making this Direction to exempt or modify compliance with the IPPs in connection with the implementation and operation of myWorkZone to permit the aforementioned information sharing includes that myWorkZone will:
  - 6.3.1. reduce the significant cost and effort connected with any future machinery of government changes that require staff from one NSW government agency and the data those staff handle to be moved to another agency;
  - 6.3.2. reduce costs and improve efficiency and productivity across government through increased scale and the adoption of standardised, best practices approaches in ERP management and Shared Services delivery;
  - 6.3.3. provide User Agencies with better access to new and emerging technologies (including information security tools) in connection with ERP management and Shared Services delivery on a more cost-effective basis;
  - 6.3.4. improve data quality in ERP related data that is used in Shared Services delivery

by eliminating the possibility of conflicting information; and

6.3.5. improve workforce mobility as it will enable new employees to be onboarded faster.

## 7. Exemption or modification to Information Protection Principles

7.1. This Direction exempts or modifies the IPPs as they apply to the Sponsor Agency to the extent described in the table below.

IPP	Exemption or modification sought to the IPPs
<b>Section 8 (IPP 1)</b>  Collection of Personal Information for lawful purposes	No exemption from or modification to the IPP.
<b>Section 9 (IPP 2)</b>  Collection of Personal Information directly from individual	<p>The Sponsor Agency need not comply with IPP 2, where the Sponsor Agency collects Personal Information from:</p> <ul style="list-style-type: none"> <li>• a User Agency for the purposes of including that information in its data silo in AESG 2.0, a master file in AESG 2.0 or the myWorkZone Document Management System;</li> <li>• a Shared Services Hub Operator for inclusion in a master file in AESG 2.0 or the myWorkZone Document Management System, or in connection with the Shared Services Hub Operator providing Shared Services to a User Agency (including the Shared Services Hub Operator itself), whether or not it is on behalf of another Shared Services Hub Operator;</li> <li>• or the Centre of Excellence in the course of its administration and maintenance of AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems.</li> </ul>
<b>Section 10 (IPP 3)</b>  Requirements when collecting Personal Information	No exemption from or modification to the IPP.
<b>Section 11 (IPP 4)</b>  Other requirements relating to collection of Personal Information	No exemption from or modification to the IPP.
<b>Section 12 (IPP 5)</b>  Retention and security of Personal Information	<p>The Sponsor Agency need not comply with IPP 5(a), where the Sponsor Agency holds Personal Information:</p> <ul style="list-style-type: none"> <li>• in AESG 2.0 in a User Agency's data silo and the User Agency has not requested the Sponsor Agency to remove or archive that Personal Information from AESG 2.0; or</li> </ul>

	<ul style="list-style-type: none"> <li>in the myWorkZone Document Management System belonging to a User Agency and the User Agency has not requested the Sponsor Agency to remove or archive that Personal Information from the myWorkZone Document Management System.</li> </ul> <p>No exemption from or modification to IPP 5(b), (c) or (d).</p>
<b>Section 13 (IPP 6)</b>  Information about Personal Information held by agencies	The Sponsor Agency need not comply with IPP 6, where the Personal Information that it holds was collected by the Sponsor Agency from a User Agency or a Shared Services Hub Operator that is a different Public Sector Agency to the Sponsor Agency in its capacity as the Sponsor Agency.
<b>Section 14 (IPP 7)</b>  Access to Personal Information held by agencies	The Sponsor Agency need not comply with IPP 7, where: <ul style="list-style-type: none"> <li>the Personal Information that it holds was collected by the Sponsor Agency from a User Agency, the Centre of Excellence or a Shared Services Hub Operator that is a different Public Sector Agency to the Sponsor Agency in its capacity as the Sponsor Agency; and</li> <li>it refers the request for access to the relevant User Agency to deal with.</li> </ul>
<b>Section 15 (IPP 8)</b>  Alteration of Personal Information	The Sponsor Agency need not comply with IPP 8, where: <ul style="list-style-type: none"> <li>the Personal Information that it holds was collected by the Sponsor Agency from a User Agency, the Centre of Excellence or a Shared Services Hub Operator that is a different Public Sector Agency to the Sponsor Agency in its capacity as the Sponsor Agency; and</li> <li>it refers the request for amendment to the relevant User Agency to deal with.</li> </ul>
<b>Section 16 (IPP 9)</b>  Agency must check accuracy of Personal Information before use	The Sponsor Agency need not comply with IPP 9, where the Sponsor Agency's proposed use of the Personal Information is in connection with hosting, testing, reporting on or assessing AESG 2.0, the Linked Software Applications, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems.
<b>Section 17 (IPP 10)</b>  Limits on use of Personal Information	The Sponsor Agency need not comply with IPP 10, where the Sponsor Agency's use of the Personal Information is in connection with hosting, testing, reporting on or assessing AESG 2.0, the Linked Software Applications, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems.
<b>Section 18 (IPP 11)</b>  Limits on disclosure of Personal Information	The Sponsor Agency need not comply with IPP 11(1), where the Personal Information is disclosed to:

	<ul style="list-style-type: none"> <li>• a User Agency or a Shared Services Hub Operator to facilitate the data accuracy and integrity, maintenance and reporting of any master file stored in AESG 2.0 or information stored in the myWorkZone Document Management System;</li> <li>• a Shared Services Hub Operator so that the Shared Services Hub Operator can provide Shared Services to a User Agency (including the Shared Services Hub Operator itself), whether or not it is on behalf of another Shared Services Hub Operator;</li> <li>• the Centre of Excellence so that it can administer and maintain AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems; or</li> <li>• the Cluster Council for the purposes of it exercising its governance or oversight functions.</li> </ul> <p>No exemption from or modification to IPP 11(2).</p>
<p><b>Section 19 (IPP 12)</b></p> <p>Special restrictions on disclosure of Personal Information</p>	<p>The Sponsor Agency need not comply with IPP 12(1), where the Personal Information is disclosed to:</p> <ul style="list-style-type: none"> <li>• a User Agency or a Shared Services Hub Operator to facilitate the data accuracy and integrity, maintenance and reporting of any master file stored in AESG 2.0 or information stored in the myWorkZone Document Management System; or</li> <li>• a Shared Services Hub Operator so that the Shared Services Hub Operator can provide Shared Services to a User Agency (including the Shared Services Hub Operator itself), whether or not it is on behalf of another Shared Services Hub Operator; or</li> <li>• the Centre of Excellence so that it can administer and maintain AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems; or</li> <li>• the Cluster Council for the purposes of it exercising its governance or oversight functions.</li> </ul> <p>No exemption from or modification to IPP 12(2).</p>

7.2. This Direction exempts or modifies the IPPs as they apply to a Shared Services Hub Operator to the extent described in the table below.

IPP	Exemption or modification sought to the IPPs
<b>Section 8 (IPP 1)</b>  Collection of Personal Information for lawful purposes	No exemption from or modification to the IPP.
<b>Section 9 (IPP 2)</b>  Collection of Personal Information directly from individual	<p>A Shared Services Hub Operator need not comply with IPP 2, where the collection of the Personal Information is from:</p> <ul style="list-style-type: none"> <li>• the Sponsor Agency for the purposes of testing whether the AESG 2.0 or the myWorkZone Document Management System is fit for its purposes or verifying the integrity of the information that will be hosted on AESG 2.0 or the myWorkZone Document Management System;</li> <li>• a User Agency for the purposes of providing Shared Services to that Agency;</li> <li>• a master file stored in AESG 2.0 of the Sponsor Agency or the myWorkZone Document Management System for the purposes of providing Shared Services to a User Agency (including the Shared Services Hub Operator itself), whether or not it is on behalf of another Shared Services Hub Operator;</li> <li>• the Centre of Excellence in connection with the Centre of Excellence administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems;</li> <li>• another Shared Services Hub Operator for the purposes of the Shared Services Hub Operator providing Shared Services to a User Agency; or</li> <li>• an external service provider engaged by the Shared Services Hub Operator for the purposes of providing Shared Services to a User Agency.</li> </ul>
<b>Section 10 (IPP 3)</b>  Requirements when collecting Personal Information	No exemption from or modification to the IPP.

<b>Section 11 (IPP 4)</b>  Other requirements relating to collection of Personal Information	No exemption from or modification to the IPP.
<b>Section 12 (IPP 5)</b>  Retention and security of Personal Information	<p>A Shared Services Hub Operator need not comply with IPP 5(a), in circumstances where it holds any Personal Information in AESG 2.0 or the myWorkZone Document Management System in connection with providing Shared Services to a User Agency and the Shared Services Hub Operator has requested the Sponsor Agency or the Centre of Excellence to remove its access to that Personal Information once it no longer requires access to the information to provide Shared Services to that User Agency.</p> <p>No exemption from or modification to IPP 5(b) and (c) is made.</p> <p>A Shared Services Hub Operator need not comply with IPP 5(d) if the contract service provider being provided access to the Personal Information the Shared Services Hub Operator holds in AESG 2.0 or the myWorkZone Document Management System has been engaged by the Sponsor Agency under a head contract that requires:</p> <ul style="list-style-type: none"> <li>• the contract service provider to comply with the IPPs as if the IPPs applied to them or principles for fair handling of Personal Information that are substantially similar to the IPPs; and</li> <li>• the contract service provider to undergo privacy training.</li> </ul>
<b>Section 13 (IPP 6)</b>  Information about Personal Information held by agencies	A Shared Services Hub Operator need not comply with IPP 6, where the Personal Information that it holds in AESG 2.0 or the myWorkZone Document Management System is in connection with providing Shared Services to a User Agency in its capacity as a Shared Services Hub Operator.
<b>Section 14 (IPP 7)</b>  Access to Personal Information held by agencies	<p>A Shared Services Hub Operator need not comply with IPP 7, where:</p> <ul style="list-style-type: none"> <li>• it holds Personal Information in AESG 2.0 or the myWorkZone Document Management System in connection with providing Shared Services to a User Agency in its capacity as a Shared Services Hub Operator; and</li> <li>• it refers the request for access to the User Agency to deal with.</li> </ul>

<b>Section 15 (IPP 8)</b>  Alteration of Personal Information	<p>A Shared Services Hub Operator need not comply with IPP 8, where:</p> <ul style="list-style-type: none"> <li>• it holds Personal Information in AESG 2.0 or the myWorkZone Document Management System in connection with providing Shared Services to a User Agency in its capacity as a Shared Services Hub Operator; and</li> <li>• it refers the request for amendment to the User Agency to deal with.</li> </ul>
<b>Section 16 (IPP 9)</b>  Agency must check accuracy of Personal Information before use	<p>A Shared Services Operator need not comply with IPP 9, where:</p> <ul style="list-style-type: none"> <li>• the Personal Information is stored in a User Agency's data silo or the myWorkZone Document Management System and is to be used in connection with the provision of Shared Services to that agency; and</li> <li>• the User Agency has warranted to take reasonable steps to ensure that the Personal Information that it has migrated or since added to AESG 2.0 or the myWorkZone Document Management System is accurate and up to date.</li> </ul>
<b>Section 17 (IPP 10)</b>  Limits on use of Personal Information	<p>No exemption from or modification to the IPP.</p>
<b>Section 18 (IPP 11)</b>  Limits on disclosure of Personal Information	<p>A Shared Services Hub Operator need not comply with IPP 11 where Personal Information is disclosed to:</p> <ul style="list-style-type: none"> <li>• the Sponsor Agency for the purposes of that information being stored in AESG 2.0 or the myWorkZone Document Management System;</li> <li>• the User Agency for the purposes of providing Shared Services to that User Agency;</li> <li>• the Centre of Excellence for the purposes of the Centre of Excellence administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems;</li> <li>• another Shared Services Hub Operator for the purposes of that Shared Services Hub Operator providing Shared Services to a User Agency;</li> <li>• an external service provider engaged by a Shared Services Hub Operator for the purposes of providing Shared Services to a User Agency; or</li> </ul>

	<ul style="list-style-type: none"> <li>the Cluster Council for the purposes of it exercising its governance or oversight functions.</li> </ul> <p>No exemption from or modification to IPP 11(2).</p>
<b>Section 19 (IPP 12)</b>  Special restrictions on disclosure of Personal Information	<p>A Shared Services Hub Operator need not comply with IPP 12(1) where Personal Information is disclosed to:</p> <ul style="list-style-type: none"> <li>the Sponsor Agency for the purposes of that information being stored in AESG 2.0 or the myWorkZone Document Management System;</li> <li>the User Agency for the purposes of providing Shared Services to that User Agency;</li> <li>the Centre of Excellence for the purposes of the Centre of Excellence administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems;</li> <li>another Shared Services Hub Operator for the purposes of that Shared Services Hub Operator providing Shared Services to a User Agency;</li> <li>an external service provider engaged by a Shared Services Hub Operator for the purposes of providing Shared Services to a User Agency; or</li> <li>the Cluster Council for the purposes of it exercising its governance or oversight functions.</li> </ul> <p>No exemption from or modification to IPP 12(2).</p>

7.3. This Direction exempts or modifies the IPPs as they apply to a User Agency to the extent described in the table below.

IPP	Exemption or modification sought to the IPPs
<b>Section 8 (IPP 1)</b>  Collection of Personal Information for lawful purposes	<p>A User Agency need not comply with IPP 1, where Personal Information is transferred to the User Agency in AESG 2.0 or the myWorkZone Document Management System from another User Agency and contains more Personal Information (for example, is more granular) than is reasonably necessary for a purpose that is directly related to a function or activity of the User Agency provided that the User Agency either:</p> <ul style="list-style-type: none"> <li>requests the Sponsor Agency or the Centre of Excellence to remove its access rights to that extraneous Personal Information in AESG 2.0 or the myWorkZone Document Management System and it is reasonably practicable for the Sponsor Agency or the Centre of Excellence to do so; or</li> </ul>

	<ul style="list-style-type: none"> <li>warrants that it will not use that extraneous Personal Information without providing the individual to whom the information relates with a reasonable opportunity to object to that use.</li> </ul>
<b>Section 9 (IPP 2)</b>  Collection of Personal Information directly from individual	<p>A User Agency need not comply with IPP 2, where the Personal Information is collected from:</p> <ul style="list-style-type: none"> <li>the Centre of Excellence in connection with the Centre of Excellence administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems;</li> <li>a Shared Services Hub Operator in AESG 2.0 or the myWorkZone Document Management System in receiving Shared Services;</li> <li>a master file stored in AESG 2.0 of the Sponsor Agency for the User Agency to enter data into AESG 2.0 or use AESG 2.0 (including to provide itself with Shared Services); or</li> <li>another User Agency in the course of transferring information in AESG 2.0 or the myWorkZone Document Management System for the purposes of giving effect to the transfer of a person or function between the Agencies.</li> </ul>
<b>Section 10 (IPP 3)</b>  Requirements when collecting Personal Information	No exemption from or modification to the IPP.
<b>Section 11 (IPP 4)</b>  Other requirements relating to collection of Personal Information	No exemption from or modification to the IPP.
<b>Section 12 (IPP 5)</b>  Retention and security of Personal Information	<p>User Agency need not comply with IPP 5(a), where the Personal Information that the User Agency holds is in a master file in AESG 2.0 or the myWorkZone Document Management System and the agency can no longer use that Personal Information for its purposes.</p> <p>No exemption from or modification to IPP 5(b) or (c) is made.</p> <p>A User Agency need not comply with IPP 5(d) if the contract service provider being provided access to the User Agency's Personal Information held in AESG 2.0 or the myWorkZone Document Management System has been engaged by the</p>

	<p>Sponsor Agency under a head contract that requires:</p> <ul style="list-style-type: none"> <li>• the contract service provider to comply with the IPPs as if the IPPs applied to them or principles for fair handling of Personal Information that are substantially similar to the IPPs; and</li> <li>• the contract service provider to undergo privacy training.</li> </ul>
<p><b>Section 13 (IPP 6)</b> Information about Personal Information held by agencies</p>	<p>No exemption from or modification to the IPP.</p>
<p><b>Section 14 (IPP 7)</b> Access to Personal Information held by agencies</p>	<p>No exemption from or modification to the IPP.</p>
<p><b>Section 15 (IPP 8)</b> Alteration of Personal Information</p>	<p>No exemption from or modification to the IPP.</p>
<p><b>Section 16 (IPP 9)</b> Agency must check accuracy of Personal Information before use</p>	<p>No exemption from or modification to the IPP.</p>
<p><b>Section 17 (IPP 10)</b> Limits on use of Personal Information</p>	<p>No exemption from or modification to the IPP.</p>
<p><b>Section 18 (IPP 11)</b> Limits on disclosure of Personal Information</p>	<p>A User Agency need not comply with IPP 11 where Personal Information is disclosed to:</p> <ul style="list-style-type: none"> <li>• the Sponsor Agency for the purposes of that information being included in AESG 2.0 or the myWorkZone Document Management System;</li> <li>• a Shared Services Hub Operator via AESG 2.0 for the purposes of being provided with Shared Services from the Shared Services Hub Operator;</li> <li>• the Centre of Excellence for the purposes of the Centre of Excellence administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities</li> </ul>

	<p>and/or systems; or</p> <ul style="list-style-type: none"> <li>the Cluster Council for the purposes of it exercising its governance or oversight functions.</li> </ul> <p>No exemption from or modification to IPP 11(2).</p>
<p><b>Section 19 (IPP 12)</b></p> <p>Special restrictions on disclosure of Personal Information</p>	<p>A User Agency need not comply with IPP 12 where Personal Information is disclosed to:</p> <ul style="list-style-type: none"> <li>the Sponsor Agency for the purposes of that information being included in AESG 2.0 or the myWorkZone Document Management System;</li> <li>a Shared Services Hub Operator via AESG 2.0 for the purposes of being provided with Shared Services from the Shared Services Hub Operator;</li> <li>the Centre of Excellence for the purposes of the Centre of Excellence administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems; or</li> <li>the Cluster Council for the purposes of it exercising its governance or oversight functions.</li> </ul> <p>No exemption from or modification to IPP 12(2).</p>

7.4. This Direction exempts or modifies the IPPs as they apply to the Centre of Excellence (when it is not a Shared Services Hub Operator) to the extent described in the table below.

IPP	Exemption or modification sought to the IPPs
<p><b>Section 8 (IPP 1)</b></p> <p>Collection of Personal Information for lawful purposes</p>	No exemption from or modification to the IPP.
<p><b>Section 9 (IPP 2)</b></p> <p>Collection of Personal Information directly from individual</p>	The Centre of Excellence need not comply with IPP 2, where the Personal Information is collected from the Sponsor Agency, a Shared Services Hub Operator or a User Agency for the purposes of the Centre of Excellence administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems.

<b>Section 10 (IPP 3)</b>  Requirements when collecting Personal Information	No exemption from or modification to the IPP.
<b>Section 11 (IPP 4)</b>  Other requirements relating to collection of Personal Information	No exemption from or modification to the IPP.
<b>Section 12 (IPP 5)</b>  Retention and security of Personal Information	<p>The Centre of Excellence need not comply with IPP 5(a), where the Personal Information that the Centre of Excellence holds in AESG 2.0 and the myWorkZone Document Management System is in connection with it administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems and it can no longer use that Personal Information for its purposes but another Participating Agency can.</p> <p>No exemption from or modification to IPP 5(b) or (c) is made.</p> <p>The Centre of Excellence need not comply with IPP 5(d) if the contract service provider being provided access to the Personal Information the Centre of Excellence holds in AESG 2.0 or the myWorkZone Document Management System has been engaged by the Sponsor Agency under a head contract that requires:</p> <ul style="list-style-type: none"> <li>• the contract service provider to comply with the IPPs as if the IPPs applied to them or principles for fair handling of Personal Information that are substantially similar to the IPPs; and</li> <li>• the contract service provider to undergo privacy training.</li> </ul>
<b>Section 13 (IPP 6)</b>  Information about Personal Information held by agencies	The Centre of Excellence need not comply with IPP 6, where the Personal Information that it holds in AESG 2.0 or the myWorkZone Document Management System is in connection with it administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems.

<b>Section 14 (IPP 7)</b>  Access to Personal Information held by agencies	<p>The Centre of Excellence need not comply with IPP 7, where:</p> <ul style="list-style-type: none"> <li>• it holds Personal Information in AESG 2.0 or the myWorkZone Document Management System in connection with it administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems; and</li> <li>• it refers the request for access to the User Agency who is responsible for the Personal Information or the Sponsor Agency (if the information is contained in a master file in AESG 2.0) to deal with.</li> </ul>
<b>Section 15 (IPP 8)</b>  Alteration of Personal Information	<p>The Centre of Excellence need not comply with IPP 8, where:</p> <ul style="list-style-type: none"> <li>• it holds Personal Information in AESG 2.0 or the myWorkZone Document Management System in connection with it administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems; and</li> <li>• it refers the request for amendment to the User Agency who is responsible for the Personal Information or the Sponsor Agency (if the information is contained in a master file in AESG 2.0) to deal with.</li> </ul>
<b>Section 16 (IPP 9)</b>  Agency must check accuracy of Personal Information before use	<p>The Centre of Excellence need not comply with IPP 9, where the Centre of Excellence's proposed use of Personal Information is in connection with it administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems.</p>
<b>Section 17 (IPP 10)</b>  Limits on use of Personal Information	<p>No exemption from or modification to the IPP.</p>
<b>Section 18 (IPP 11)</b>  Limits on disclosure of Personal Information	<p>The Centre of Excellence need not comply with IPP 11 where it discloses Personal Information in connection with it administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems to:</p> <ul style="list-style-type: none"> <li>• the Cluster Council for the purposes of it exercising its governance or oversight functions;</li> <li>• the Sponsor Agency for the purposes of that information being included in AESG 2.0 or the myWorkZone Document Management System;</li> <li>• a Shared Services Hub Operator for the purposes of</li> </ul>

	<p>that Shared Services Hub Operator providing Shared Services; or</p> <ul style="list-style-type: none"> <li>• a User Agency.</li> </ul> <p>No exemption from or modification to IPP 11(2).</p>
<b>Section 19 (IPP 12)</b>  Special restrictions on disclosure of Personal Information	<p>The Centre of Excellence need not comply with IPP 12 where it discloses Personal Information in connection with it administering or maintaining AESG 2.0, the myWorkZone Document Management System and any other myWorkZone capabilities and/or systems to:</p> <ul style="list-style-type: none"> <li>• the Cluster Council for the purposes of it exercising its governance or oversight functions;</li> <li>• the Sponsor Agency for the purposes of that information being included in AESG 2.0 or the myWorkZone Document Management System;</li> <li>• a Shared Services Hub Operator for the purposes of that Shared Services Hub Operator providing Shared Services; or</li> <li>• a User Agency.</li> </ul> <p>No exemption from or modification to IPP 11(2).</p>

7.5. This Direction exempts or modifies the IPPs as they apply to the Cluster Council to the extent described in the table below.

IPP	Exemption or modification sought to the IPPs
<b>Section 8 (IPP 1)</b>  Collection of Personal Information for lawful purposes	No exemption from or modification to the IPP.
<b>Section 9 (IPP 2)</b>  Collection of Personal Information directly from individual	The Cluster Council need not comply with IPP 2, where the Personal Information is collected from the Sponsor Agency, the Centre of Excellence, a Shared Services Hub Operator or a User Agency for the purposes of the Cluster Council's governance or oversight functions.
<b>Section 10 (IPP 3)</b>  Requirements when collecting Personal Information	No exemption from or modification to the IPP.

<b>Section 11 (IPP 4)</b>  Other requirements relating to collection of Personal Information	No exemption from or modification to the IPP.
<b>Section 12 (IPP 5)</b>  Retention and security of Personal Information	No exemption from or modification to the IPP.
<b>Section 13 (IPP 6)</b>  Information about Personal Information held by agencies	The Cluster Council need not comply with IPP 6, where the Personal Information that it holds is in connection with its governance or oversight functions.
<b>Section 14 (IPP 7)</b>  Access to Personal Information held by agencies	The Cluster Council need not comply with IPP 7, where: <ul style="list-style-type: none"> <li>• it holds Personal Information for the purposes of exercising its governance or oversight functions; and</li> <li>• it refers the request for access to the Sponsor Agency to refer the request to the appropriate Participating Agency to deal with.</li> </ul>
<b>Section 15 (IPP 8)</b>  Alteration of Personal Information	The Cluster Council need not comply with IPP 8, where: <ul style="list-style-type: none"> <li>• it holds Personal Information for the purposes of exercising its governance or oversight functions; and</li> <li>• it refers the request for amendment to the Sponsor Agency to refer the request to the appropriate Participating Agency to deal with.</li> </ul>
<b>Section 16 (IPP 9)</b>  Agency must check accuracy of Personal Information before use	The Cluster Council need not comply with IPP 9, where the Cluster Council's proposed use of the Personal Information is in connection with it exercising its governance or oversight functions.
<b>Section 17 (IPP 10)</b>  Limits on use of Personal Information	No exemption from or modification to the IPP.
<b>Section 18 (IPP 11)</b>  Limits on disclosure of Personal Information	No exemption from or modification to the IPP.

<b>Section 19 (IPP 12)</b>	No exemption from or modification to the IPP.
Special restrictions on disclosure of Personal Information	

## 8. Data breach notification requirements

8.1. Where there is an Eligible Data Breach affecting any Personal Information (other than Tax File Number Information) being handled in connection with myWorkZone, the Sponsor Agency, a Shared Services Hub Operator or a User Agency (as the case may require) will notify, in accordance with Pt 6A of the *PPIP Act*, the Privacy Commissioner immediately after the agency decides that there are reasonable grounds to believe that an Eligible Data Breach has occurred.

## 9. Reporting and auditing

9.1. The Sponsor Agency will annually audit compliance with this Direction by appointing an auditor, independent of the Participating Agencies, to assess compliance with this Direction. This compliance audit will assess the security of systems and processes protecting the collection, use and disclosure of Personal Information in connection with this Direction.

9.2. The Sponsor Agency will report to the Privacy Commissioner on compliance with this Direction, including the following matters:

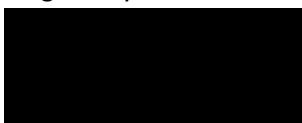
- 9.2.1. any complaints received from the public regarding the use and/or disclosure of Personal Information under this Direction (with details);
- 9.2.2. any Eligible Data Breaches arising from this Direction involving Personal Information; and
- 9.2.3. the results of all audits conducted in accordance with cl. 9.1.

## 10. Duration

10.1. This Direction commences on the date signed by me and has effect up to and including 18 months from the date of this Direction, or until a Code of Practice or legislative amendments are made to incorporate this Direction (whichever is earlier).

10.2. This Direction will be reviewed six months prior to its expiry.

Signed by me on 21 January 2026



Sonia Minutillo  
**Privacy Commissioner**