

Media Statement

23 December 2020

Statement by the Privacy Commissioner on the Special Report on Service NSW by the NSW Auditor-General

The Privacy Commissioner has welcomed the release of the special report by the NSW Auditor-General on Service NSW's handling of personal information. The report was released on Friday 18 December 2020 and can be viewed at the following link:

<https://www.audit.nsw.gov.au/our-work/reports/service-nsws-handling-of-personal-information>

The report outlines the findings of the audit of Service NSW, which was conducted by the Auditor-General in response to a request by the Minister for Customer Service, the Hon. Victor Dominello MP, following a cyber-security incident in April this year, in which external threat actors were able to access the personal information of a large number of Service NSW customers.

The report and its 8 recommendations provide a significant opportunity for Service NSW to elevate privacy practices within the agency. Service NSW has accepted the report and the recommendations in full. The report also contains important learnings for all NSW Government agencies, including local councils and public universities. The Privacy Commissioner consulted with the Auditor-General in relation to the scope of the audit earlier this year.

Following publication of the report, the Privacy Commissioner has written to the CEO of Service NSW to seek a briefing in relation to the agency's response to the report's recommendations and the steps proposed to address them.

The Privacy Commissioner will continue to provide advice and assistance to Service NSW as it works to implement the recommendations of the report and elevate its privacy practices, in order to ensure the personal information of NSW citizens is effectively protected.

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For further information, please contact:

IPC media team on 0435 961 691 or email ccadigital@ipc.nsw.gov.au

About the Information and Privacy Commission:

The Information and Privacy Commission NSW (IPC) is an independent statutory authority that administers New South Wales' legislation dealing with privacy and access to government information. The IPC supports the Information Commissioner and the Privacy Commissioner in fulfilling their legislative responsibilities and functions and to ensure individuals and agencies can access consistent information, guidance and coordinated training about information access and privacy matters.

About the NSW Privacy Commissioner

Samantha Gavel was appointed as NSW Privacy Commissioner on 4 September 2017. Her role is to promote public awareness and understanding of privacy rights in NSW, as well as provide information, support, advice and assistance to agencies and the general public.

For further information about the IPC visit our website at www.ipc.nsw.gov.au