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## Media release

17 November 2014

### Privacy Commissioner launches online privacy tool for NSW public sector at international privacy summit

The NSW Privacy Commissioner Dr Elizabeth Coombs today launched the [Privacy Governance Framework](#) at the International Association of Privacy Professionals ANZ (iappANZ) Summit in Sydney.

“The goal of the Privacy Governance Framework is to embed sound privacy practices in the management of NSW public sector bodies to ensure personal information collected from the NSW community is protected,” said Dr Coombs.

The Privacy Governance Framework is a dynamic online privacy tool developed to assist NSW public sector agencies to manage privacy and to comply with NSW privacy legislation. The framework is aimed at CEOs and senior executives while emphasising the need to be privacy aware at all organisational levels and at all points of service provision or project planning.

The framework was supported by diverse authorities including the Hon. Michael Kirby, past High Court judge and winner of the Australian Privacy Medal.

“It is pleasing to see an initiative that aims to take privacy into the DNA of organisations,” Mr Kirby said.

International privacy experts also spoke strongly on the importance of leadership and its emphasis within the Privacy Governance Framework. Dr Libby Morris, Clinical Lead eHealth National Health Service of Scotland said, “Those at the top have a huge role to play in how their organisations address privacy. In my experience, a privacy respectful culture starts at the top and is rewarded by trust both from within and outside the organisation. Without that trust, it’s not easy to obtain full and accurate information, especially in healthcare”.

Allan Chiang, Privacy Commissioner for Personal Data, Hong Kong said, “This guide to governance will assist CEOs to implement a privacy approach that is proactive rather than reactive; that moves beyond compliance solely, to using privacy to win an organisation’s trust with its stakeholders including staff and customers”.

CEO of Service NSW, Glenn King also confirmed his support, stating, “Protection of personal information is a high priority for myself and all Service NSW employees. We have incorporated ‘privacy by design’ principles into our business processes and IT systems development ensuring the protection of the personal information of the more than seven million customers we have served. Strong privacy governance is an asset that increases corporate effectiveness”.

“As NSW public sector organisations increasingly respond to privacy matters raised by their customers, the Privacy Governance Framework will provide a ‘privacy by design’ approach to assist them to respond to these challenges,” said Dr Coombs.

For further information about the Privacy Governance Framework, or to organise an interview with Dr Coombs, please contact Kate Jobling on 0435 961 691 or email [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au) to make your request.

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