



NSW Ambulance Privacy Management Annual Report 2018-19

NSW Ambulance collects both personal and personal health information from callers initiating contact with NSW Ambulance via a Triple Zero (000) call and from patients when they are attended by treating paramedics. Only information that is relevant and necessary for a patient's treatment and ongoing care and billing is collected. NSW Ambulance observes the information privacy principles set out in the *Privacy and Personal Information Protection Act 1998* and the health privacy principles set out in the *Health Records Information Privacy Act 2002* when dealing with this information and takes all reasonable steps to ensure the information collected is securely stored and appropriate systems are in place to protect information from loss, unauthorised access and misuse.

NSW Ambulance releases personal and personal health information to hospitals, when transporting patients; to State and Commonwealth government agencies to comply with other laws; to Courts and Tribunals in response to lawfully issued subpoenas; to Medicare, private health funds or the Department of Veterans' Affairs for billing purposes; to comply with statutory reporting requirements; and, other purposes required for the operation of the agency.

NSW Ambulance provides ongoing privacy information and support to its staff through:

- Provision of privacy awareness at new staff orientation
- Provision of privacy training to all staff available on-line
- Provision of general privacy information on the NSW Ambulance intranet
- Provision of advice with regards to policy and compliance support/advice through the Privacy Contact Officer

NSW Ambulance provides ongoing privacy information and support to patients/clients on the NSW Ambulance website under *Contact Us – Privacy Page*.

Operational privacy issues and privacy complaints are addressed as required, either as informal complaints handled through existing complaints handling processes, or as formal complaints under privacy law via the Internal Review process. Actions undertaken by NSW Ambulance resulting from a privacy complaint may include review of policies, staff counselling/disciplinary processes and training.

The following privacy internal reviews were conducted during the 2018/19 period:

1. Application received on 18 September 2018 alleging breaches of IPP 5 and 10. The review was completed in December 2018 and concluded that no breaches of the privacy principles were able to be substantiated, however, the Applicant was advised that if further information was made available, the matter would be reviewed again. In January 2019, the Applicant filed an application for review of conduct in the NSW Civil and Administrative Tribunal. In the meantime, further information was received and the privacy internal review was re-opened to consider the matter. On 18 February 2019, the privacy internal review report was amended, concluding that a breach of IPP 10 had been established. An apology for the breach was forwarded to the Applicant from the Chief Executive. Given the established breach, negotiations between the parties took place to resolve the NCAT matter and ultimately, the parties settled the matter.
2. On 26 February 2019, an application in relation to the same matter noted above but from a second Applicant, was received. As a breach had already been established, no internal review was conducted. Negotiations took place between the parties and the matter was settled.

Kathleen Crilly

Privacy Contact Officer