



Applying the legislation

GUIDELINE – *Information Privacy Act 2009*

Basic guide to NPPs 3 and 4 – Data quality and security

Accuracy

Health agencies¹ must take reasonable steps to ensure that the personal information they collect, use or disclose² is accurate, complete and up to date.³

Security

Health agencies must take reasonable steps to protect the personal information they hold from misuse, loss and unauthorised access, modification or disclosure.⁴

Security measures may be both physical (for example, locks and swipe cards for rooms and compactuses) and electronic (for example, passwords and encryption for computers and USB devices). The level of storage and security will depend upon the nature of the personal information in the document and the risk of a security breach occurring.

[Information Standard 18 \(Information Security\)](#) may be of assistance in determining what basic security measures are required.

Health agencies may also wish to consider implementing internal policies and providing training regarding:

- internal authorisations and levels of access to information
- use of portable storage devices such as USB devices, mobile phones and CDs
- password and encryption protections; and
- email and facsimile use procedures and safeguards.

Destruction/de-identification

If the personal information is no longer needed for any purpose for which the information was collected, health agencies must take reasonable steps to ensure that the individual can not be identified from the personal information.⁵

¹ All references to health agencies in this document include bound contracted service providers for health agencies.

² Refer to the *Guideline Key Concepts – Use and Guideline Key Concepts – Disclosure*, for more information about 'use' and 'disclosure'.

³ National Privacy Principles (NPP) 3.

⁴ NPP 4(1).

⁵ NPP 4(2).



Office of the Information Commissioner
Queensland

Reasonable steps may include destruction or de-identification, depending on the nature of the personal information and health agencies' obligations under the [Public Records Act 2002 \(Qld\)](#).

De-identification must be permanent; health agencies must not be able to later match the information with other records to re-establish identity.

For additional information and assistance please refer to *Guideline Overview of National Privacy Principles* and the OIC's guidelines, or contact the Enquiries Service on 07 3234 7373 or email enquiries@oic.qld.gov.au.

This guide is introductory only, and deals with issues in a general way. It is not legal advice. Additional factors may be relevant in specific circumstances. For detailed guidance, legal advice should be sought.

If you have any comments or suggestions on the content of this document, please submit them to feedback@oic.qld.gov.au

Published 9 December 2009 and Last Updated 9 July 2012

Changes to legislation after the update date are not included in this document