

Minimise your risk

STORY

Want to know how to protect personal information and safeguard your reputation?

Training!

The accidental or deliberate disclosure of personal information may have serious consequences and result in devastating impacts for the individual whose privacy was breached. It can also damage the reputation of the agency the information was entrusted to.

Effective training and education for staff about their information privacy and information security obligations is vital.

Training should be regular, comprehensive and tailored to an agency's specific needs. Agencies should have systems to ensure employees complete mandatory training on a regular basis.

Want to make sure your agency is making the most of its training?

Check out the Office of the Information Commissioner's (OIC) report [Awareness of privacy obligations – How three Queensland government agencies educate and train their employees about their privacy obligations.](#)

The report looks at the training regimes of three agencies and makes recommendations for how those agencies can improve their training. Based on the experiences of these agencies, the report also recommends all agencies:

- include information privacy and information security training in mandatory induction processes
- mandate periodic refresher training on information privacy and information security for all employees
- ensure training content is comprehensive, contemporary and tailored to the agency's context, and
- implement systems and procedures to ensure all employees complete mandatory training on information privacy and information security when it's due.

Want the quick version?

Watch a video summary – <https://www.youtube.com/embed/LNyx1UBJl-g>

In proactively responding to some concerns about privacy, one agency sought OIC's help to update its training. With our assistance, the agency developed its own training package, tailored to specific services, staff and personal information holdings. Updating its training helped to ensure staff knew how to keep personal information safe.



FREE online training

Office of the Information Commissioner
QLD - Online e-Learning

The Office of the Information Commissioner offers agencies with obligations under the *Information Privacy Act 2009 (Qld)* and the *Right to Information Act 2009 (Qld)* as well as anyone interested in information rights and responsibilities in Queensland with access to a suite of online courses.

Source: <https://oicqld.kineoportals.com.au/>



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