

# Quick guide for Chief Information Officers



Office of the Information Commissioner  
Queensland

## How responsible handling of personal information can improve performance

The *Information Privacy Act 2009* (Qld) is far more than the 'fair collection and handling' of personal information. It builds community trust and confidence in government through accountability and transparency.

This is achieved by informing individuals about how government will ensure the privacy of their personal information.

### Actions



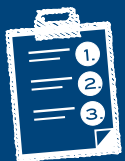
- Lead the agency's responsible dealings with personal information holdings
- Foster an agency-wide privacy awareness culture
- Educate staff about privacy rights and responsibilities
- Employ clear governance structures and succinct privacy policies
- Establish performance standards and measures

### Benefits



- Provide exemplary service to employees and the community
- Meet customer and community expectations
- Build trust with employees and the community
- Use information resources more effectively and efficiently
- Increase transparency and accountability
- Encourage and support innovation

### Tips



- Is all the information being shared personal information? The privacy principles only apply to personal information
- The IP Act does not override the provisions of other legislation which limit or prohibit information sharing
- Identify what personal information needs to be shared
- Agencies must have a clear business purpose for sharing information
- Agencies should document the information-sharing processes
- Agencies should consider making their information sharing policy publicly available
- Assess the benefits of sharing against the potential privacy risks
- Consider whether a Privacy impact Assessment would be of benefit

### OIC resources



#### Guidelines

- Privacy and sharing information between agencies
- Overview of the Privacy Impact Assessment
- Undertaking a Privacy Impact Assessment

#### Checklists

- What is personal information

- Checklist for agency sharing information
- Checklist for agency receiving the personal information
- Checklist for both sharing and receiving agencies

#### Training

- OIC's free information privacy online training