




Overview of the Privacy Impact Assessment (PIA) process

A PIA is a tool that agencies can use to assess the privacy impacts of a new project and where necessary, identify ways in which the obligations set out in the *Information Privacy Act 2009* (Qld) (IP Act) can be met.

The full process is outlined in **OIC's Guideline: Undertaking a Privacy Impact Assessment** (PIA Guideline), which is available on the OIC website: www.oic.qld.gov.au. While each project is different, a PIA should generally include the following steps:

1. Determine if a PIA is required

Not every project will need a PIA. Conduct a threshold privacy assessment to determine whether a PIA is needed.

 *Appendix A to the PIA Guideline sets out a list of simple questions that you can use to conduct a threshold privacy assessment.*

2. Plan the PIA

Consider how detailed the PIA will be, who will conduct it, who needs to be consulted, when it needs to be delivered, and whether the PIA report will be published and if so, in what format.

3. Describe the project

Prepare a 'big picture' description of what the project will deliver and what it will achieve, why it is needed, timeframes, and any links to existing projects. This will provide context for the PIA process.


4. Identify and consult with stakeholders

Identify who has an interest in or is affected by the project, the level of consultation warranted by the project and how the consultation will be conducted.

Tip: Consultation may need to occur throughout the PIA process rather than at a single point.


5. Map the personal information flow

Describe how personal information will be collected, stored, used and disclosed in the project from beginning to end.

 *Appendix B provides guidance on the level of detail required to sufficiently describe the personal information flow.*


6. Identify the privacy issues

Compare the project's personal information handling practices against the privacy obligations set out in the IP Act to identify any privacy issues.

 *Appendices C and D provide a list of questions that you can use to work through each privacy principle and identify potential privacy issues.*


7. Identify options to address the privacy issues

Consider what options will address the privacy issues. If there are multiple options, evaluate the cost, risk and benefit of each option to identify the most appropriate option.

 *Appendix E provides a list of common privacy issues and possible ways of addressing them.*

8. Prepare the PIA report

Provide a report that sets out the information gathered throughout the PIA and its findings to the relevant governance body for approval.

 *Appendix F outlines suggested content for a PIA Report.*

9. Action the agency's response to the PIA Report

Feed the agency's response back into the wider project management process so that the activities necessary to action the recommendations can be incorporated into the project plan.

For additional information and assistance please refer to 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.