

Privacy Management Annual Report 2024-25

This report is produced by NSW Health Pathology in accordance with Ministry of Health annual reporting requirements regarding privacy matters.

Part 1. Compliance activities

NSW Health Pathology is committed to meeting its privacy obligations under the *Privacy and Personal Information Protection Act 1998* (PPIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act) through appropriate governance and the provision of privacy information, training and support to staff.

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

- Privacy awareness training at staff and volunteer orientation.
- A privacy intranet website which provides staff with access to:
 - NSW privacy legislation
 - NSW Health Privacy Manual for Health Information
 - NSW Health Privacy Internal Review Guidelines
 - NSW Health Privacy Management Plan
 - Links to mandatory privacy training
 - Links to external resources including the NSW Information and Privacy Commission
- Guided on-line privacy training and provided on-demand, tailored face to face programs.
- Access to a privacy information leaflet for staff.
- Access to privacy information posters and patient information leaflets, a copy of which is available to all patients/clients attending our facilities.
- Privacy information is provided to consumers through an Information Privacy Internet site at: <https://pathology.health.nsw.gov.au/privacy/>
- Privacy audits on access to information systems.
- The NSW Health Pathology Privacy Contact Officer has continued to provide policy and compliance support and advice to health service staff, particularly in relation to access to, and disclosure of, personal health information and electronic medical records.
- The Privacy Contact Officer actively participates in privacy networking and professional development, and attended privacy information and network sessions during 2024-25 which were facilitated by the NSW Ministry of Health Regulation and Compliance Unit.

Part 2. Internal review

Privacy complaints are managed in accordance the NSW Health Privacy Internal Review Guidelines. The PPIP Act provides a formal structure for managing privacy complaints relating to this Act and to the HRIP Act. This process is known as ‘internal review’.

For the 2024-25 reporting year, internal review applications and outcomes can be summarised as follows:

Internal review applications received 2024-25

During 2024-25, NSW Health Pathology received 2 applications for Internal Review.

Date received	10 September 2024
Privacy Principle breached	No
Details	The applicant complained that the agency had breached Health Privacy Principle(s) 5, 10 and 11 in relation to their health information. The agency undertook an investigation and concluded that a breach of HPP5, 10 and 11 had not occurred.
Further review in NCAT	Nil
Date received	2 April 2025
Privacy Principle breached	No
Details	The applicant complained that the agency had breached Health Privacy Principle(s) 5, 10 and 11 in relation to their health information. The agency undertook an investigation and concluded that a breach of HPP5, 10 and 11 had not occurred.
Further review in NCAT	Nil

Report prepared by:



[Matthew Ryan \(Aug 8, 2025 13:36:47 GMT+10\)](#)

Matthew Ryan
Privacy Contact Officer

Date: 08/08/2025

Approved by:



Vanessa Janissen
Chief Executive

Date: 09/08/2025