Letter from the President

Each month, the iappANZ Board President provides a letter to Members updating them on the direction of iappANZ and relevant Board activities, as well as observations about the current privacy landscape that may interest or directly affect those within the privacy community.

Dear Members,

I am delighted to be writing this first Letter From the President during a time when our local privacy professionals are actively participating in reforms to the region’s information culture. The opportunity for members to contribute is considerable: the Australian Law Reform Commission’s recommendations for privacy reform, including national consistency measures; state and territory legislative review or creation processes regarding the right to information and protection of privacy; e-health initiatives; our own organisations, be it internal HR issues or their customer facing activities; or international collaboratives where achieving consistency in privacy, security and information integrity mechanisms are the desirable key outcomes.

But you must be wondering where your Association has been since our inaugural Annual General Meeting, held on 27 August 2008. In fact, it has been a very busy time for the iappANZ Board of Directors and now we hope to bring to you and all Members the results. We have had to build a professional association out of nothing – a true ‘bootstrap’ process if ever there was one.

Some of it has been mundane, but essential: establishing basic governance processes and setting ourselves up to deliver. If we don’t do this, we will not be meeting the governance standards that frankly we expect of the organisations we advise and run.

It also means that the Board now has a sense of coherence and a sensible strategy for providing the greatest benefits to our members through the right communication strategies and business development, including the affiliation with the broader IAPP which is being very generous in helping us get on our feet.

We have taken too long to offer you substantial member benefits and now we are going to make up for it. We will be increasing the frequency and range of member events from now on, along with other improvements.

You will now be hearing from us monthly, starting with this Bulletin. In it, you will receive information and strategies relating to the practical day-to-day issues affecting privacy.
professionals. You will also be made aware of iappANZ events being held in your area, be they Member-only gatherings or available to the wider interested community.

For starters, we will be holding our first networking meeting in Brisbane in March. We are also working with the Privacy Commissioners in our region on how we can contribute to Privacy Awareness Week 2009, which will take place 3-9 May. Keep an eye out for further Bulletins for details and if you are organising something, let me or a Board member know.

In the coming months, you will find an increase in unique Member-only communications, to be provided via email and online at www.iappanz.org.

But we also want to provide the member benefits that you want. To help us do this, we are conducting a member survey. You'll shortly be invited by email to participate. Please help us so we can help you, by completing and submitting your views.

This is an exciting time for privacy in Australia and New Zealand, and it is with a true sense of anticipation that the iappANZ moves into 2009. I encourage you all to spread the word about the iappANZ to privacy professionals with whom you are acquainted, as it is my desire to see this association grow into a powerful information and networking resource. If the experience of our North American IAPP colleagues is any indication, I do believe it can be done... and that our Members are exactly the group that will make it happen!

**Malcolm Crompton**
President

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**Member Bulletin**

While iappANZ aims to provide its Members with timely and relevant information about what’s happening in the Australia and New Zealand privacy environments, we are also aware that our membership is part of a unique community of practice – where access to practical strategies for accomplishing the tasks of a privacy professional are as valuable as a resource as the legal, academic and political discourse available through iappANZ and other sources.

The Member Bulletin is a monthly publication, exclusive to Members, that highlights the issues affecting today’s privacy professionals as part of their day-to-day business and points Members toward information and strategies that may assist them.

**Foreword:**

VP’s Food for Thought...

A question often raised in privacy forums is “In the workplace, how can we make privacy everyone’s concern?” – that is, how can privacy professionals build a privacy culture within their agencies or organisations? As a theme, privacy culture is broad and is perhaps tackled best by taking small, practical bites. In this Member Bulletin, we’ll provide one such bite. Over the coming months, we will return to the theme of privacy culture with a focus on building your arsenal of strategies and resources in a meaningful and digestible way.
Kevin Shaw
Vice President
iappANZ Board

Getting the word out within: a small step toward making privacy everybody’s business

As privacy professionals, we have an ongoing responsibility to identify and assess privacy imperative and issues, and to then provide the right advice to the right people at the right time. We also have the normative role of somehow, in some way, encouraging senior executives and junior officers alike to care about and defend privacy as an essential component of an accountable workplace.

Depending on the size, structure, business drivers and profile of privacy within our agencies or organisations, we may find these tasks challenging to accomplish without the assistance of a complimentary group of individuals operating across internal business areas.

While you might have identified the areas within your agency or organisation that have an obvious privacy focus, don’t forget that other business areas will be instrumental in ensuring your privacy messages, including any policies, procedures or available training, are effectively received. Consider expanding your internal workplace network to include management-level officers in:

- records management
- corporate governance/strategic policy
- legal/ administrative law
- IT
- information security
- human resources
- customer service
- complaints management
- internal audit
- purchasing/ procurement
- communications/public affairs

For those who are concerned about generating a broader privacy presence in their agencies or organisations, yet are presently unable to focus on that larger goal by virtue of all the day-to-day work that needs doing, consider that from a purely functional perspective, growing your internal network can assist in:

- ensuring all business areas that collect personal information are providing appropriate privacy notices, on forms, verbally or in some other manner
- increasing the likelihood that you will be made aware of privacy issues affecting business areas in a more timely manner
- increasing the likelihood that you will be made aware of planned projects, programs or processes that should be subject to a privacy impact assessment
- promoting privacy best practice through informal channels
identifying and addressing specific training needs across internal business areas in a
more timely manner
• managing internal business area expectations in the event their personal information
handling practices become the subject of a privacy complaint (and subsequent
investigation)
• adding value to your own work through awareness of the information handling
practices and requirements of other internal business areas.

What's new in Privacy?

What’s New in Privacy provides at-a-glance information for Members and visitors to the
iappANZ website about changes and other items of interest in the Australia and New Zealand
privacy environments.

Movement toward a new information era in Queensland

The Queensland Government is currently in the public consultation period for its proposed
Right to Information framework, which includes a proposed Right to Information Bill (a
revamped version of the Freedom of Information Act 1992) and a proposed Information
Privacy Bill (which is to replace the state’s current privacy regime found in Information
Standards (IS) 42 and 42A).

The goal of the framework, which follows from Queensland’s recent review of FOI, The Right
to Information: Reviewing Queensland’s Freedom of Information Act (June 2008), is to
provide greater access to government held information, by increasing the amount of
information available generally and the ease with which with community may access it., and
by simultaneously ensuring that there are adequate safeguards in place in relation to
accessing certain types of information – such as personal information.

Highlights of the proposed Information Privacy (IP) Bill include providing an explicit
mechanism for a person to seek access to or amendment of their own personal information,
and a decision-making framework which reverts to the Right to Information (RTI) Bill in the
event an application is beyond the scope of a person’s own personal information only. The IP
Bill also codifies, with some changes, the eleven Information Privacy Principles (IPPs) and the
ten National Privacy Principles (NPPs) currently found in IS42 and 42A respectively.

Of additional interest, regarding both the IP and RTI Bills, is the establishment of an Office of
the Information Commissioner which will house (by virtue of delegation by the Information
Commissioner) a Privacy Commissioner and a Right to Information Commissioner. The IP Bill
proposes that privacy complaints may be received and mediated by the Privacy
Commissioner, that the Commissioner may issue compliance notices for serious or flagrant
breaches of privacy and that bodies covered by the IP Bill may apply to the Commissioner for
the issue of a Public Interest Determination (which allows for a variation of the IPPs or NPPs
in a particular circumstance and where it is in the public interest).

The Queensland Government is seeking feedback from interested privacy professionals and
the community on the proposed RTI framework. The framework and relevant explanatory
documentation can be found at: http://www.qld.gov.au/right-to-information/
IS42 applies to the Queensland Government generally (excluding local governments), and IS42A applies specifically to Queensland Health. The standards can be found at: http://www.qgcio.qld.gov.au/qgcio/architectureandstandards/informationstandards/current/Pages/index.aspx


Events in Your Area

Events in Your Area profiles relevant iappANZ information and knowledge sharing events being held in your geographical area.

Please contact the iappANZ Events Coordinator regarding event details and eligibility to register.

Australia

Queensland

Brisbane – 9 March 2009
Information and knowledge sharing event for Members and other interested privacy professionals

Details will be posted on the iappANZ website.

iappANZ Survey

As a new organisation aimed at representing and supporting privacy professionals, there exists a need, and a desire, to understand from the membership as to their communications preferences with the iappANZ and with their fellow members.

Members of iappANZ will receive an invitation by email within the next few days to participate in an anonymous survey. Your response to this survey will greatly assist in us meeting the expectations of the membership and is greatly appreciated.

If you have any comments or suggestions about this newsletter or any other aspect of the iappANZ please contact us. Do you have interesting articles or information you would like to share with Privacy Professionals - let us know....contact us at the iappANZ office.

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