



STATE LIBRARY®
NEW SOUTH WALES

Privacy Management Plan

October 2018

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1. Introduction

This Privacy Management Plan explains how the State Library of New South Wales (State Library) manages personal and health information.

1.1 Why we have a privacy management plan

We have a privacy management plan (plan) because we want our stakeholders and staff to know how we manage personal information. In addition, we are required to have a plan under section 33 of the *Privacy and Personal Information Protection Act 1998* (NSW) (PIIP Act).

This plan explains how we manage personal information in line with the PIIP Act and health information under the *Health Records and Information Privacy Act 2002* (NSW) (HRIP Act).

This plan also explains who a person can contact with questions about the personal or health information we hold, how they can access and amend their information and what to do if they think we may have breached the PIIP Act or the HRIP Act.

We also use this plan to train our staff about how to deal with personal and health information. This helps to ensure that we comply with the PIIP Act and the HRIP Act.

1.2 What this plan covers

Section 33(2) of the PIIP Act sets out the requirements of this plan. This plan must include:

- information about how we develop policies and practices in line with the PIIP Act and the HRIP Act
- how we train staff in these policies and principles
- our internal review procedures
- anything else that we consider relevant to the plan in relation to privacy and the personal and health information we hold.

1.3 Responsibilities of staff and others

All State Library staff and persons engaged by the State Library are required to comply with the PIIP Act and HRIP Act. This requirement is extended to the personnel of entities engaged by the State Library to provide services. This plan is intended to assist staff, and relevant others, in understanding and complying with their obligations under those Acts.

State Library staff uncertain about conduct that may breach their privacy obligations should seek the advice of the State Library's Privacy Contact Officer.

Under section 62 of the PIIP Act:

It is a criminal offence, with a maximum penalty of 100 penalty units or imprisonment for 2 years, or both, for any employee (or former employee) of the State Library to intentionally use or disclose any personal information about another person, to which the employee has or had access in the exercise of his or her official functions, except as necessary for the lawful exercise of his or her functions.

1.4 When we review this plan

We will review this plan every 3 years. We will review the plan earlier if any legislative, administrative or systemic changes affect how we need to manage personal and health information.

2. About us

The State Library is internationally renowned and one of Australia's leading libraries. With an extensive collection of over five million items, the State Library aims to collect, preserve and make accessible the documentary heritage of NSW. The State Library also offers access to information and resources both onsite and online, and hosts a dynamic range of public programs through exhibitions, talks, tours and movies, and conducts a range of learning and professional development programs. The State Library supports the NSW Public Library Network, administering the annual public library grants and subsidies program.

2.1 Our functions

The State Library is one of the State's cultural institutions within the Department of Planning and Environment.

The State Library operates under the *Library Act 1939 (NSW)* and *Library Regulation 2010 (NSW)*. The *Library Act 1939 (NSW)* and Regulation is administered by the State Library through the Minister for the Arts.

The Library Council of New South Wales (Library Council), constituted under the *Library Act 1939 (NSW)*, is the governing body of the State Library. The Library Council's responsibilities relate to the promotion, provision and maintenance of library and information services for the people of NSW; and advising the Minister and local authorities on matters of policy and administration relating to library services.

The NSW State Librarian is responsible for the administration and management of the State Library, and the library and information services it provides.

The NSW State Librarian is supported by the Mitchell Librarian and four Directors responsible for the divisions of Digital Experience, Library and Information Services, Operations and Infrastructure, and Public Libraries and Engagement.

The State Library of NSW's core functions are to:

- collect, preserve and make accessible the documentary history, culture and life of NSW/Australia
- manage the library's extensive collection of over 5 million items valued at over \$3.15 billion
- provide and maintain library and information services and access to library collections
- promote our role as a cultural destination
- promote our collections and services through events and exhibitions
- educate the community through our learning and professional development programs
- support the NSW public library network through funding, advisory and consultancy services, connectivity services, compliance services.

We also manage the staffing, systems and administration of our agency and our buildings including the historical Mitchell Library. We also manage various support programs and undertake fundraising activities.

2.2 Our stakeholders

We may collect personal information from the following stakeholders in order to carry out our functions, such as:

- Library readers and visitors
- State Library employees
- NSW Public Libraries

- NSW Public sector agencies (includes Ministers' offices, state-owned corporations, local councils and universities)
- private sector companies
- non-government organisations
- other cultural institutions.

3. How we manage personal and health information

We collect, store, use and disclose many different kinds of personal information for the purposes of carrying out our functions.

The State Library takes the privacy of our staff and stakeholders seriously. As a NSW public sector agency the PPIP Act and HRIP Act set out how we must manage personal and health information.

In this section, a reference to personal information is also a reference to health information.

3.1 Personal information

The PPIP Act covers personal information other than health information, and requires agencies to comply with 12 information protection principles (IPPs). The IPPs cover the full 'life cycle' of information, from the point of collection through to the point of disposal. They include obligations with respect to data security, data quality (accuracy) and rights of access and amendment to one's own personal information, as well as how personal information may be collected, used and disclosed.

Personal information is any information or opinion that relates to a person who can be identified from the information.

Personal information does not include:

- information about an individual's suitability for public sector employment
- information about people who have been deceased for more than 30 years
- exceptions relating to law enforcement investigations.

Particular exemptions from the definition of personal information and health information apply to the State Library's collections:

- information about an individual that is contained in a publicly available publication
- information about an individual that is contained in a document kept in a library, art gallery or museum for the purposes of reference, study or exhibition.

3.2 Health information

Health information is regulated by a slightly different set of principles. Health information includes information about a person's disability, and health / disability services provided to them. There are 15 health privacy principles (HPPs) in the HRIP Act, with which the State Library must comply. Like the IPPs, the HPPs cover the entire information 'life cycle', but also include some additional principles with respect to anonymity, the use of unique identifiers, and the sharing of electronic health records.

Health information is a specific type of personal information which includes information or opinion about the physical or mental health or disability of an individual. Health information often contains more private and comprehensive details about an individual that cannot be found in any other record and the inappropriate use or disclosure of health information can have very serious consequences.

3.3 Exemptions to the privacy principles

Exemptions to the privacy principles can be found in:

- the text of the PPIP Act
- the text of the HRIP Act
- regulations made under either Act
- Privacy Codes of Practice made by the Attorney General under the PPIP Act
- Privacy Codes of Practice made by the Minister for Health under the HRIP Act
- Public Interest Directions made by the NSW Privacy Commissioner under either Act.

3.4 Other laws that affect how we comply with the IPPs and HPPs

This section contains information about the main laws that affect how we comply with the IPPs and HPPs.

- *Crimes Act 1900* (NSW)
Under this law we must not access or interfere with data in computers or other electronic devices unless we are authorised to do so.
- *Government Information (Public Access) Act 2009 (GIPA Act) and Government Information (Public Access) Regulation 2009* (NSW)
Under this law people can apply for access to government information we hold. Sometimes this information may include personal or health information. If a person has applied for access to someone else's personal or health information we must consult with affected third parties. If we decide to release a third party's personal information, we must not disclose the information until the third party has had the opportunity to seek a review of our decision.
- *Independent Commission Against Corruption Act 1988* (NSW)
Under this law we must not misuse information we have obtained in the course of doing our jobs.
- *Public Interest Disclosures Act 1994 (PID Act)* (NSW)
Under the PID Act people working within a NSW public sector agency can make a public interest disclosure (PID) to the Information Commissioner about a failure to properly fulfil functions under the GIPA Act.

We note that the definition of personal information under the PPIP Act excludes information contained in a public interest disclosure. This means that "personal information" received or collected under the PID Act is not subject to the IPPs or HPPs.
- *State Records Act 1998 and State Records Regulation 2010* (NSW)
This law sets out when we can destroy our records. It also authorises the State Records Authority to establish policies, standards and codes to ensure that NSW public sector agencies manage their records appropriately.

3.5 Collection

3.5.1 We only collect personal information for a lawful purpose that is directly related to our functions and activities.

The State Library may collect the following types of personal and health information:

Addresses; allowances (salary); awards won; bank account details; citizenship; country of birth; credit card details; CV/resume; date of birth; deductions (salary); disability; driver's licence number; education; email address; health assessment;

Library card number; marital status; medical certificates; name; occupation; passport number; performance agreements; performance development reviews; phone number; previous employment; private health insurance details; probation reviews; signature; skills assessment; superannuation details; tax file number; third party information e.g. details of referees; next of kin; copyright holders; workplace & safety constraints.

The State Library collects personal and health information about its readers and visitors in respect to library services and programs, for example:

- appreciations and complaints
- attendance lists for people attending Library functions and events
- awards, fellowships, contestant and participant information
- research and information requests
- reader registration
- readers with a disability who register to use adaptive technology
- copyright and permission applications
- information collected during reader research projects
- professional and non professional courses for external clients
- website feedback.

The State Library collects personal and health information about readers, visitors and other people relating to Collection records, for example:

- copyright owners
- donors/vendors of original (unpublished) and published material.

The State Library collects personal and health information about its employees, for example:

- health, workers' compensation and rehabilitation information
- industrial, legal, grievance and disciplinary matters
- learning and development records
- leave and payroll data
- personnel information (including contact information, child protection)
- recruitment records.

The State Library collects personal and health information about other people, for example:

- contractor, consultant and volunteer information
- Library Council members
- supporters of the State Library, such as Foundation donors and Friends of the State Library.

3.5.2 We collect personal information directly from the person concerned

The State Library collects personal and health information via telephone, email, correspondence, in person, on hard copy and online forms.

Generally, personal information is only collected from the individual, unless the individual has authorised us to collect information from a third party, or the person is under 16 years of age and personal information has been provided by a parent or guardian.

3.5.3 We inform people why their personal information is being collected, what it will be used for, and to whom it will be disclosed. We tell people how they can access and amend their personal information and any

possible consequences if they decide not to give their personal information to us.

When collecting personal information the State Library takes reasonable steps to ensure the person to whom the information relates is aware of the following:

- the fact that the information is being collected
- the purposes for which the information is being collected
- the intended recipients of the information
- whether the supply of the information by the individual is required by law or is voluntary and any consequences for the individual if the information or any part of it is not provided
- the existence of any right of access to, and correction of, the information
- the name and address of the agency collecting the information and the agency that is to hold the information.

The State Library advises persons of the above by providing a privacy notice on forms where personal information is being requested and in our Web Privacy Statement.

3.5.4 We ensure that personal information is relevant, accurate, is not excessive and does not intrude to an unreasonable extent on the personal affairs of the individual.

The State Library will only ask for the personal information necessary to provide services and undertake its functions and activities. When determining what personal information is to be sought, State Library staff are to ensure this is no more than what is relevant and applicable to the function or purpose for which it is being collected.

It should be noted that the PPIP Act provides that personal information is not considered to have been collected by a public sector agency if the receipt of the information by the agency is unsolicited.

3.6 Storage

3.6.1 We store personal information securely, keep it no longer than necessary and destroy it appropriately. We protect personal information from unauthorised access, use or disclosure.

The State Library stores personal information electronically in databases, email accounts, on network drives and in hard copy in physical files.

Information is kept in accordance with the *State Records Act 1998* (NSW) and is disposed of in secure waste disposal bins.

Personal information is kept securely and is protected from unauthorised access, use or disclosure by measures such as password protection, database access control, secure filing cabinets and swipe card access.

The State Library uses Alma, a third party Library management system from Ex-Libris to manage all aspects of library services including managing patron records. Ex Libris has achieved accreditation certification for ISO/IEC 27018:2014, the international standard that provides a code of practice for the protection of Personally Identifiable Information (PII) in cloud computing services.

3.7 Access

3.7.1 We are transparent about the personal information we store about people, why we use the information and about the right to access and amend it.

The State Library will take reasonable steps to allow a person to ascertain whether we hold their personal information, the nature of the information, the main purpose for which the information is used, and the person's entitlement to gain access to the information.

State Library staff should also direct persons to our Privacy Management Plan available online from www.sl.nsw.gov.au/about/privacy/pmp.html and the Intranet.

3.7.2 We allow people to access their own personal information without unreasonable delay or expense, and

3.7.3 We allow people to update, correct or amend their personal information where necessary.

The State Library allows a person to access their own personal information and make amendments without unreasonable delay or expense.

A person can request access to or amendment of their own personal information informally in person or by telephone. If necessary, a person may be required to verify their identity.

A person can also make a formal application to access or amend their personal information by submitting a written request using our '[Access or amend personal information](#)' form or by letter, email or fax stating the following:

- Name and contact details
- State whether the application is being made under the PPIP Act or HRIP Act
- Specify what personal information they want to access and/or amend
- Specify the reason their personal information should be amended.

The State Library aims to acknowledge a request to provide access to or amendment of their personal information within **5 working days**, and aims to provide a response within **20 working days**.

A person can also apply to access their personal information under the *Government Information (Public Access) Act 2009* (GIPA Act) (NSW). Access application forms are available on our website at: <http://www.sl.nsw.gov.au/right-to-information>.

The State Library is usually restricted from giving people access to someone else's personal or health information. The PPIP Act and HRIP Act give people the right to access their own information; they generally do not give people the right to access someone else's information.

3.7.4 We make sure that personal information is relevant and accurate before using it.

The State Library must not use personal information without taking such steps as are reasonable in the circumstances to ensure that the information is being used for the purpose it was collected, the information is relevant, accurate, up to date, complete and not misleading.

3.8 Use

3.8.1 We only use personal information for the purpose it was collected, including secondary related purposes such as program evaluation and customer satisfaction surveys.

The State Library will only use information for the purpose for which it was collected unless:

- the individual to whom the information relates has consented to the use of the information for that other purpose, or
- the other purpose for which the information is used is directly related to the purpose for which the information was collected, or
- the use of the information for that other purpose is necessary to prevent or lessen a serious or imminent threat to the life or health of the individual to whom the information relates or of another person.

3.9 Disclosure

3.9.1 We will not disclose personal information to another person unless the disclosure is directly related to the purpose for which it was collected and we have no reason to believe the individual would object to the disclosure.

The State Library will not disclose personal information unless the individual concerned is reasonably likely to have been aware, or has been made aware that information of that kind is usually disclosed to that other person or body. For example, applications to a particular award or fellowship may be forwarded to the judges of the particular award or fellowship.

The State Library may disclose personal information in instances where another Act or law authorises or requires us to do so. For example, to investigate an alleged breach of copyright under the *Copyright Act 1968* (Cth).

Under section 26 of the PPIP Act a person can give us consent to disclose their personal information to someone that would not normally have access to it.

Under section 7 and section 8 of the HRIP Act an 'authorised person' can act on behalf of someone else. The HPPs also contain information about other reasons we may be authorised to disclose health information, such as in the event of a serious and imminent threat to the life, health and safety of the individual, to find a missing person or for compassionate reasons.

3.9.2 We do not disclose sensitive personal information, that is, an individual's ethnic or racial origin, political opinions, religious or philosophical beliefs, trade union membership or sexual activities without the individual's consent.

The State Library will not disclose sensitive personal information without consent unless the disclosure is necessary to prevent a serious and imminent threat to the life or health of the individual concerned or another person, or where another Act or law authorises or requires us to do so.

3.10 Public Registers

A public register is a register of personal information that is required by law to be made publicly available or open to the public for inspection.

The State Library maintains one public register in accordance with Schedule 1(8a) of the *Library Act 1939* (NSW):

- Register of pecuniary interests of members of the Library Council of New South Wales.

The register is open at all reasonable hours to inspection by any person on payment of the fee determined by the Library Council.

Part 6 of the PPIP Act requires that agencies with responsibility for public registers:

- satisfy themselves that personal or health information disclosed from a register is used for a purpose relating to the purpose of the register of the Act under which the public register is kept (section 57 PPIP Act), and
- comply with requests to suppress personal or health information from the register, where the agency is satisfied that the safety and well-being of any person would be affected by not suppressing that information (section 58 PPIP Act).

Written requests to inspect the register, or to ask for personal or health information to be suppressed, should be addressed to the Privacy Contact Officer (outlined in part 8 of the plan) by letter, email or fax stating your contact details and the reason for seeking access or suppression.

The State Library may require the applicant to give particulars, in the form of a statutory declaration, as to the intended use of any information obtained from the inspection (section 57(2) PPIP Act).

3.11 Privacy Codes of Practice

A privacy code of practice is a legal instrument made under Part 3 of the PPIP Act which allows an agency to modify a privacy provision Information Protection Principle (IPP) or a public register provision or specify how that provision will apply in a particular circumstance.

The State Library does not currently have a privacy code of practice.

3.12 Public Interest Directions

A Public Interest Direction modifies the application of the IPPs or code of practice to particular projects or activities of one or more public sector agencies.

A Public Interest Direction does not permit conduct that would otherwise be unlawful. In other words, it does not override any other laws, contracts or agreements which may already affect an agency, such as obligations to protect confidentiality or secrecy.

There are no Public Interest Directions currently affecting the State Library.

4. Policies and procedures

State Library staff should consult with the Privacy Contact Officer when developing new policies or procedures or amending them in a way that could change how we manage personal and health information.

The Privacy Contact Officer will provide advice to ensure new and amended policies and procedures comply with the PPIP Act, HRIP Act and the State Library's Privacy Management Plan.

State Library policies, procedures, codes, guidelines, statements and plans that apply to Library readers and visitors are available on our website at <http://www.sl.nsw.gov.au/about-library/legislation-and-policies>.

5. Review rights and complaints

5.1 Internal review by the State Library

People have the right to seek an internal review under the PPIP Act if they think we have breached the PPIP Act or HRIP Act relating to their own personal or health information. People cannot seek an internal review for a breach of someone else's privacy, unless they are an authorised representative of the other person.

Under section 53(3) of the PPIP Act an application for an internal review must:

- be in writing, and
- be addressed to the State Library of NSW, and
- specify an address in Australia to which a notice of the outcome of the review may be sent, and
- be lodged at the State Library of NSW within six months from the time the applicant first became aware of the conduct they want reviewed. We may also consider a late application for review.

If the complaint is about an alleged breach of the IPPs and/or HPPs, the internal review will be conducted by an officer who:

- was not involved in the conduct which is the subject of the complaint, and
- is an employee or an officer of the agency, and
- is qualified to deal with the subject matter of the complaint.

5.2 Internal review process

A person can apply for an internal review by completing our '[Privacy complaint – request an internal review](#)' form and sending it to the Privacy Contact Officer by email, fax or post or lodging the form in person.

In most instances the Privacy Contact Officer will conduct the internal review unless, for example, the internal review is about the conduct of the Privacy Contact Officer. The procedure '[Complaints about a breach of privacy](#)' describes the complete review procedure.

The State Library aims to:

- acknowledge receipt of an internal review within **5 working days**
- send a letter to the NSW Privacy Commissioner with details of the application. A photocopy of the written complaint will be provided to the NSW Privacy Commissioner
- complete an internal review within **60 calendar days**.

The Privacy Contact Officer will inform the applicant of the progress of the internal review, particularly if it is to take longer than first expected.

The Privacy Contact Officer will respond to the applicant in writing within **14 calendar days** of deciding the internal review as required under section 58(8) of the PPIP Act.

The response will include:

- the findings of the review (and the reasons for those findings), and
- the action we propose to take (and the reasons for taking that action), and
- the applicant's entitlements to have the findings, and our proposed action, reviewed by the NSW Civil and Administrative Tribunal (NCAT).

We will also send a copy of our response to the NSW Privacy Commissioner.

Statistical information about the number of internal reviews conducted will be included in the Annual Report of the Library Council of New South Wales as required under the *Annual Reports (Statutory Bodies) Act 1984* (NSW).

5.3 The NSW Privacy Commissioner's role in internal reviews

The State Library is required to notify the NSW Privacy Commissioner when an internal review request is received and of the proposed outcome. The NSW Privacy Commissioner is entitled to make submissions to the State Library outlining his/her view on the matter.

A person can also make a complaint direct to the NSW Privacy Commissioner if they think the State Library has breached the PPIP Act or HRIP Act relating to their own personal or health information.

Information and Privacy Commission

Level 17
201 Elizabeth St
Sydney NSW

GPO Box 7011
Sydney NSW 2000
Phone: 1800 472 679
Email: ipcinfo@ipc.nsw.gov.au
Website: www.ipc.nsw.gov.au

5.4 External review by the NSW Civil & Administrative Tribunal

A person can seek an external review if they are unhappy with the outcome of an internal review we have conducted or do not receive an outcome within **60 days**.

To seek an external review a person must apply to the NSW Civil and Administrative Tribunal (NCAT). Generally a person has **28 days** from the date of an internal review decision to seek an external review. A person must seek an internal review before they have the right to seek an external review.

The NCAT has the power to make binding decisions on an external review.

NSW Civil and Administrative Tribunal

Level 10
John Maddison Tower
86-90 Goulburn Street
Sydney NSW 2000
Phone: 1300 006 228
Website: www.ncat.nsw.gov.au

5.5 Other ways to resolve privacy concerns

We encourage people to try to resolve privacy issues with us informally before going through the review process. We recommend that individuals contact the State Library's Privacy Contact Officer to discuss the issue before lodging an internal review.

The Privacy Contact Officer:

- responds to enquiries about how we manage personal and health information
- responds to requests for access to and amendment of personal or health information
- provides guidance on broad privacy issues and compliance

- conducts internal reviews about possible breaches of the PPIP Act and HRIP Act (unless the subject of the review is the conduct of the Privacy Contact Officer).

6. Promoting the plan

6.1 Executive and governance

Our executive team is committed to transparency about how we comply with the PPIP Act and HRIP Act.

Our Executive team reinforces transparency and compliance with the PPIP Act and HRIP Act by:

- endorsing the plan and making it publicly available
- providing a copy of the plan to relevant oversight bodies such as the Library Council of New South Wales and the Audit & Risk Committee
- reporting on privacy issues in our annual report as required under the *Annual Reports (Statutory Bodies) Act 1984* (NSW)
- confirming support for privacy compliance in the code of conduct
- identifying privacy issues when implementing new systems or activities.

6.2 State Library staff

We make sure that our staff are aware of and understand this plan, particularly how it applies to the work they do. Privacy breaches are more likely to occur when a plan is not sufficiently relevant to the work that is actually done in an agency. With this in mind, we have written this plan in a practical way so our staff can understand what their privacy obligations are, how to manage personal and health information in their work and what to do if unsure.

We make our staff aware of their privacy obligations by:

- publishing the plan on our Intranet and website
- including the plan in induction packs
- providing advice on privacy issues that arise in day-to-day work
- providing privacy procedures and guidelines on our Intranet and website
- highlighting the plan during Privacy Awareness Week.

When our staff have questions about how to manage personal and health information and this plan or associated procedures and guidelines do not answer them, they should consult their manager or the Privacy Contact Officer.

6.3 Public awareness

This plan is an assurance to our stakeholders in how we manage personal and health information. We will promote public awareness of this plan by:

- writing the plan in plain English
- publishing the plan on our website in accordance with the open access provisions of the GIPA Act
- providing hard copies of the plan free of charge on request
- tell people about the plan when we answer questions about how we manage personal and health information.

7. Contacting us

Privacy Contact Officer

State Library of NSW
 Macquarie St
 Sydney NSW 2000
 Phone: (02) 9273 1796
 Fax: (02) 9273 1255
 Email: privacy@sl.nsw.gov.au
 Website: www.sl.nsw.gov.au/privacy

Document history and version control

Version	Date approved	Approved by	Endorsed by	Brief description
1.0	14 June 2000	Executive		First release
	26 June 2000		Library Council of NSW	
1.0	21 June 2005	Executive		Second release to incorporate HRIPA
	25 July 2005		Library Council of NSW	
3.0	4 June 2013	Executive		Third release
4.0	31 May 2016	Executive		Fourth release
4.1	8 Nov 2017			Updated to reflect new State Librarian & new cluster
4.2	7 May 2018	Manager Digital Strategy & Innovation		Minor formatting changes to improve readability.
4.3	2 October 2018	Chief Information Officer		Amendment to 3.8 incorporating advice from Salinger Privacy.

8. Definitions and interpretations

For the purposes of this document and unless the context otherwise requires:

Health information means personal information that is *also* information or an opinion about:

- the physical or mental health or a disability (at any time) of an individual, or
- an individual's express wishes about the future provision of health services to him or her, or
- a health service provided, or to be provided, to an individual, or
- other personal information collected to provide, or in providing, a health service, or
- other personal information about an individual collected in connection with the donation, or intended donation, of an individual's body parts, organs or body substances, or
- other personal information that is genetic information about an individual arising from a health service provided to the individual in a form that is or could be predictive of the health (at any time) of the individual or of any sibling, relative or descendant of the individual, or
- healthcare identifiers.

HPPs means the 15 health privacy principles in the HRIP Act.

HRIP Act means the *Health Records and Information Privacy Act 2002* (NSW).

IPPs means the 12 information protection principles in the PPIP Act.

PCO means the Privacy Contact Officer for the State Library.

Personal information means information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Personal information includes such things as an individual's fingerprints, retina prints, body samples or genetic characteristics.

There are some kinds of information that are not personal information, e.g. information about someone who has been dead for more than 30 years, information about someone that is contained in a publicly available publication, or information or an opinion about a person's suitability for employment as a public sector official. Health information is generally excluded here as it is covered by the HRIP Act.

PPIP Act means the *Privacy and Personal Information Protection Act 1998* (NSW).

Privacy is not defined in the law, but is sometimes described as "the right to a sense of personal freedom, the right to have information about oneself used fairly, and a right to be left alone".

Privacy obligations means the "privacy principles" and any exemptions to those principles.

Privacy principles include the 12 IPPs, the 15 HPPs, and the public register rules.

Public register means a register of personal information that is required by law to be, or is made, publicly available or open to public inspection (whether or not on payment of a fee).

Sensitive personal information includes information about a person's ethnic or racial origin, political opinions, religious or philosophical beliefs, health or sexual activities or trade union membership.

Staff in the context of this Plan includes employees of the State Library of New South Wales, consultants, contractors (labour hire), volunteers and Members of the Library Council of New South Wales and its Committees.

The plan means the Privacy Management Plan of the State Library of New South Wales.