

# Privacy Training Workshops

for private sector organisations (Feb 2012)



**Description** This one-day workshop provides intensive training on privacy laws affecting the handling of personal information by private sector organisations.

The course equips participants with a detailed understanding of:

- legal requirements regarding the management of personal information;
- how to apply the laws in practical scenarios; and
- how to identify and address privacy issues.

Attendees receive a Participant Handbook containing detailed materials and information (also suitable for subsequent use as a privacy reference handbook).

**Who is the course for?** Senior staff responsible for managing privacy issues, eg privacy officers and compliance managers.

**Which industries is the course for?** The course content is generic and relevant to all industries, drawing on case studies and scenarios from a range of sectors. Previous attendees have included members from the banking, insurance, credit union, health services, retail, not-for-profit and various other industries (see below).

**Health service providers:** The handbook includes supplementary materials, covered in the workshop, focusing on privacy laws relating specifically to the health sector.

**Presenter** Jeremy Douglas-Stewart has been Principal Consultant at Privacy Law Consulting Australia since 2003. Jeremy was a member of the Privacy Commissioner's Consultative Group during her review of the Privacy Act in 2004-05 and of the Australian Law Reform Commission's Privacy Principles Roundtable in 2007. Jeremy is author of a national privacy law loose-leaf reporting service.

**Format** The course is delivered in an interactive workshop format. Throughout modules, participants discuss and apply privacy principles in practical scenarios and study the facts and outcomes of actual cases investigated by the Commissioner.

**Cost** \$590 + GST

(If you cannot attend, workshop materials can be purchased separately for \$360 + GST)

**Group discounts:** 2 persons - 5%; 3 persons - 7.5%; 4+ persons - 10%

**Charity discount:** 10% (for eligible charities only - must be ATO Tax Concession Charity endorsed; not available in conjunction with group discount)

**Catering** Morning tea and lunch provided.

**Time, venues & dates** Workshops run from 9am to 4pm

City	Date	Venue
Adelaide	Thurs 16 Feb 2012	Tiffins on the Park, 176 Greenhill Rd, Parkside
Sydney	Wed 22 Feb 2012	Medina Grand, 511 Kent St, Sydney
Brisbane	Thurs 23 Feb 2012	Hotel Grand Chancellor, 23 Leichhardt St, Brisbane
Melbourne	Fri 24 Feb 2012	Medina Grand, 189 Queen St, Melbourne

## Testimonials

*I would highly recommend this course to anyone wanting or needing a thorough understanding of privacy laws ... The course was comprehensive, well structured and interactive.*

- Margaret, Synapse Medical Services

*Having been to many seminars ... I can say that this was the most organised, well delivered and most helpful seminar from a practical, legal and business perspective. The presenter was engaging, intelligent and a highly effective communicator. The seminar materials are excellent - a great resource.*

- Emma, Horticulture Australia

*Presenter was very knowledgeable and helpful and provided practical answers. Format of delivery was flexible enough to deal with the diverse participants' background and maintained the interest of participants.*

- Jamal, Medibank Private

*Content of course was excellent*

- Anne, RailCorp

*I would recommend this workshop to anyone requiring information on the Privacy Act*

- Jacqueline, Belmont Private Hospital

*I found the workshop provided me with adequate information without being overbearing ... and has given me the tools to make the necessary changes.*

- Sharon, Meals on Wheels (SA)

*... a wonderful workshop, I really enjoyed every aspect of it.*

- Grace, Sunderland Marine Mutual Insurance

*This is a great workshop for those who deal with privacy ... The presenter is knowledgeable and happy to assist with any questions. Well worth the cost.*

- Caroline, St Andrew's Toowoomba Hospital

*Presenter was great. Really appreciated him answering specific questions and taking the theory and showing how it was applied in real life situations.*

- Sarah, Toowoong Private Hospital

## Course Outline

### Privacy Act 1988 (Cth)

Part 1 - Introduction

Part 2 - Coverage

Information to which Act applies

Activities to which Act applies

Employee records exemptions

Other exemptions

Part 3 - National Privacy Principles

NPP 1 - Collection

NPP 2 - Use and disclosure

NPP 3 - Data quality

NPP 4 - Data security

NPP 5 - Openness

NPP 6 - Access and correction

NPP 7 - Identifiers

NPP 8 - Anonymity

NPP 9 - Transborder data flows

NPP 10 - Sensitive information

Part 4 - Practical Issues

Conducting compliance audits

Job applicants & recruitment

Contractors

Obtaining consents

Dealing with children

Complaint handling

### Other Privacy Issues

Part 1 - Health records statutes (NSW & Vic only)

Overview

Key differences to Privacy Act

Part 2 - Privacy Act reforms

Overview of proposed reforms

Key impacts

## Previous attendees (samples by industry)

### Banking

Commonwealth Bank of Australia

HSBC Bank Australia Limited

Elders Limited

### Insurance

CommInsure

RACQ Insurance

Insurance Australia Group

### Credit unions

Australian Central Credit Union

QLD Police Credit Union

NSW Teachers Credit Union

### Health services

Ramsay Health Care Ltd

Chesterville Day Hospital

QML Pathology

### Retail

Harvey Norman

Integral Energy

Flight Centre

### Professional associations

Institute of Chartered Accountants

Royal Australasian College of Surgeons

Royal Australian & NZ College of Psychiatrists

### Not-for-profit

Salvation Army

Australian Red Cross

Anglicare

### Other industries

Austereo

Dun and Bradstreet

Australian Rugby Union Limited

## How to register

1. Online: at <[www.presidian.com.au/privacy-reg.html](http://www.presidian.com.au/privacy-reg.html)>
2. Fax: download form at <[www.presidian.com.au/privacy-form.pdf](http://www.presidian.com.au/privacy-form.pdf)> and fax to (08) 8364 7177
3. Phone: 1300 66 13 96