![GPA Global Privacy Assembly logo]

GPA Global Privacy and Data Protection Awards 2021

Entry Form

To submit an entry to the GPA Global Privacy and Data Protection Awards please complete and email this form to secretariat@globalprivacyassembly.org **no later than 14 June 2021.**

Note: GPA member authorities can submit as many entries as they wish, but a separate form should be used for each different entry, submitted by the deadline above.

Languages: The GPA documentation Rule 6.2[1] applies.

1. CONTACT DETAILS FOR THIS ENTRY
Privacy/Data Protection Authority:	**Office of the Australian Information Commissioner**

2. ELIGIBILITY

By submitting this entry, I confirm that (*please tick all boxes to confirm)*:

☒ The Authority is a member of the Global Privacy Assembly

☒ The initiative described in this entry was undertaken since January 2020.

☒ I am aware that the information in the entry (other than the contact details in 1(a) above) will be publicised by the GPA Secretariat.

3. CATEGORIES

Please indicate which category you wish to enter.

*Please tick **one**; please use a separate form for each category you wish to enter:*

☒ Education and Public Awareness

☐ Accountability

☐ Dispute Resolution and Enforcement

☐ Innovation

☐ People's Choice

4. DESCRIPTION OF THE INITIATIVE

a. Please provide a brief summary of the initiative *(no more than 75 words)*

Privacy in Practice is an e-learning program developed by the Office of the Australian Information Commissioner to support Australian Government agencies to understand and meet their privacy obligations to the community. The course is recommended as an introduction to privacy for all

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[1] GPA Rules and Procedures, Rule 6.2 'Assembly documents':
Without prejudice to section 4.2, Assembly documents, including accreditation and observer applications may be submitted in English or in another language. In the latter case, the documents shall be accompanied by an English version. Members with the ability and the resources to do so are encouraged to translate proposed resolutions and other Assembly documents such as the Assembly Rules and Procedures.

staff working across the Australian public service. It highlights their obligations to the community to protect and respect privacy when handling personal information on behalf of the government.

b. Please provide a full description of the initiative *(no more than 350 words)*

The OAIC launched the Privacy in Practice e-learning course in April 2020 as a key resource for Privacy Awareness Week, which is held in Australia in May each year.

The program is designed to help Australian Government staff understand the importance of privacy in their agency and how to meet their privacy obligations in their day-to-day work. It also assists agencies to meet privacy training obligations under the Australian Government Agencies Privacy Code introduced in July 2018.

Privacy in Practice was developed and built by OAIC staff and tested with users from 30 Australian Government agencies. It is free and open to anyone to use.

Since the program was launched it has been accessed by about 260 people each week. On average, almost 150 users complete all 3 modules per week, including users from the government, business, education, community and not-for-profit sectors.

Several government agencies include the course with induction training and as an annual refresher for staff who handle personal information.

The content emphasises that privacy is central to the work of Australian Government agencies, and that the community expects public service staff to look after the valuable personal information that their agency holds.

It includes three modules on:

1. an introduction to the *Privacy Act 1988* and its key concepts, including personal information, consent, and the 13 Australian Privacy Principles
2. handling of personal information, including notice and collection, use and disclosure, security, and destruction and de-identification
3. How an agency manages privacy issues, including its privacy policy, privacy impact assessments, data breaches and complaint handling.

Each module includes learning objectives, an introductory video, course content and learning activities to assess user knowledge.

Users can download a certificate of completion at the end of the course after correctly answering the quiz questions.

c. Please explain why you think the initiative deserves to be recognised by an award *(no more than 200 words)*

The program serves employees at almost 180 Australian Government entities and companies covered by the Australian *Privacy Act 1988*.

The course content is designed to convey privacy requirements in a practical way, so that agency staff undertaking the training can easily understand why privacy is important, and how these requirements can be implemented in their day-to-day work.

Interactive activities were custom designed by the OAIC with learning design principles in mind, to effectively embed learning in relation to the specific content at each step of the program.

Feedback from users has been overwhelmingly positive, highlighting the clarity and conciseness of the content and examples, and the engaging and interactive nature of the course.

Almost 15,500 users have accessed the e-learning course and almost 9,000 have completed the program since the OAIC launched the program for Privacy Awareness Week 2020.

The elearning package has been requested by several agencies to provide within their own employee e-learning platforms.

d. Please include a photograph or image, if you wish *(This will be published with your entry on the GPA website. The image can be pasted into the box below, be sent as an attachment or a link may be provided)*
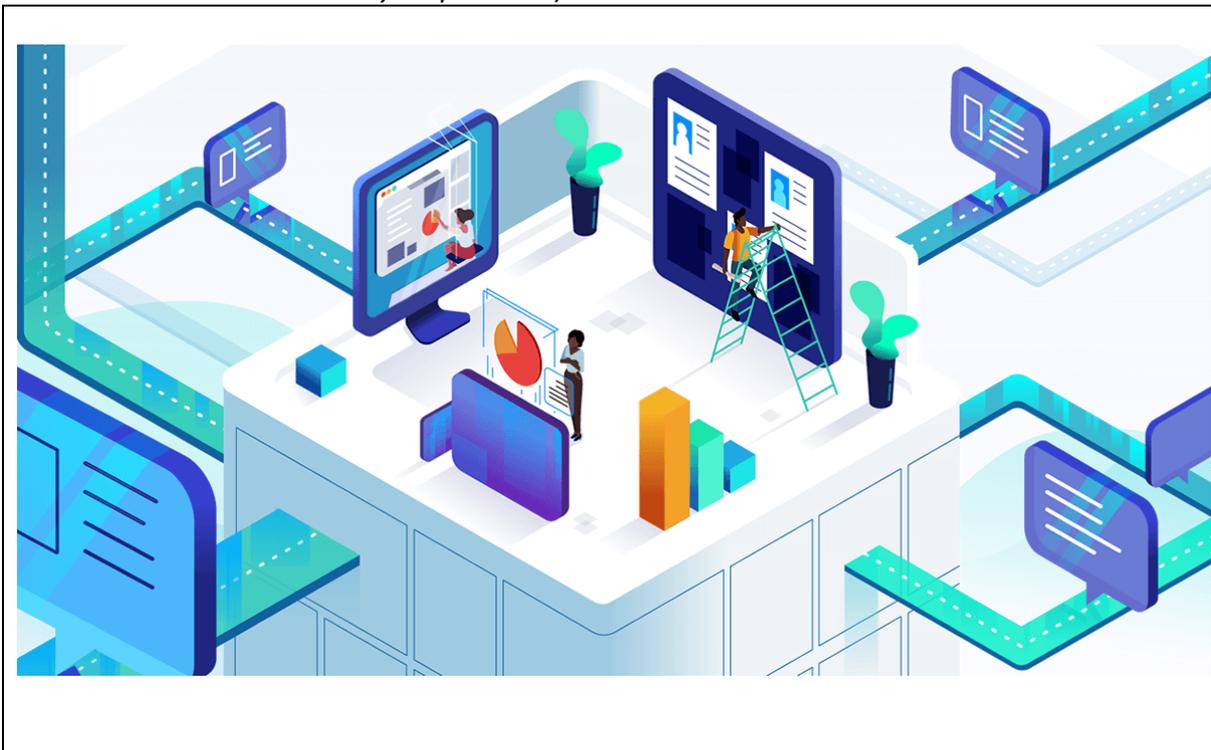
e. Please provide the most relevant link on the authority's website to the initiative, if applicable *(The website content does not need to be in English)*

www.oaic.gov.au/e-learning-privacy-in-practice

f. Please provide any other relevant links that help explain the initiative or its impact or success *(e.g. links to news reports or articles):*

- https://www.themandarin.com.au/132576-oaic-publishes-new-privacy-guidance-for-government-agencies/
- https://psnews.com.au/2020/05/04/privacy-awareness-week-in-full-swing/?state=aps