

# Confidentiality, privacy and records management

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As a NSW government sector employee it is important that you understand your obligations around maintaining confidentiality, protecting personal and health information, and keeping good records.

## Privacy

As a NSW government sector employee you must protect personal information and health information, and comply with applicable privacy obligations and your agency's privacy and data breach policies.

The Privacy and Personal Information Protection Act 1998 (NSW) (PIIP Act) outlines how NSW public sector agencies need to manage personal information. The Health Records and Information Privacy Act 2002 (NSW) (HRIP Act) outlines how NSW public sector agencies are required to manage health information.

You can find out more about privacy and right to information by [\*\*completing these privacy and right to information e-learning modules\*\*](#).

## Confidentiality

Government sector agencies hold and manage large amounts of information. This information needs to be managed in accordance with relevant legislative obligations and agency policies.

Unless otherwise authorised, as a NSW government sector employee, you must maintain the confidentiality of all official information (including confidential, personal and other sensitive information or documents) held by your agency if that information:

- is not publicly available

- has not been published
- is information you are not authorised to disclose.

As a NSW government sector employee you may only disclose official confidential information when you are authorised to do so, including when permitted or required by law or legal process to do so.

You must not disclose, access or use official information in an unauthorised way, including for your or anyone else's personal benefit or advantage.

Misuse of information acquired in the course your employment may amount to misconduct, an offence under applicable criminal, privacy, information access, or State records legislation, and/or serious wrongdoing.

You can find out more about confidential information from the [Independent Commission Against Corruption](#).

## Records management

Good recordkeeping is an essential component of an agency's business processes.

The creation and maintenance of accurate and full records underpins good service delivery and supports the effective administration, accountability, and transparency of the NSW government sector.

There are significant personal and organisational risks and consequences that can result from poor recordkeeping. Reports by integrity agencies such as ICAC, the NSW Ombudsman and the Audit Office of NSW frequently comment on poor recordkeeping. Keeping good records is your best defence should there be inquiries into you or your agency's work.

As a NSW government sector employee you must comply with record-keeping obligations that apply to your role, and your agency's records management policy (if any). You must also not destroy records without proper authority.

You can find out more about good-record keeping practices from [State Records NSW](#).