

Sydney Olympic Park Authority Policy

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1. Definitions

Carpark Booth	Means pay booths within P1, P2, P3, P4, P5, P6 and, P8 and the Sydney Olympic Park Aquatic Centre car parks, that are attended by a person engaged by Sydney Olympic Park Authority, (directly or in-directly), to collect moneys, troubleshoot boom-gate and / or technical issues with carparking machinery, assist customers etc
CCTV	<p>Means Closed Circuit Television - a television system that transmits images on a “closed loop” basis, where images are only available to those directly connected to the transmission system. The transmission of closed circuit television images may involve the use of coaxial cable, fibre-optic cable, telephone lines, infra-red and radio transmission systems.</p> <p>CCTV includes recording equipment (analogue or digital), display equipment, transmission systems, transmission media, and interface control.</p>
Health Information	<p>The Health Records and Information Privacy Act (NSW) has the meaning currently as,</p> <ul style="list-style-type: none">(a) personal information that is information or an opinion about:<ul style="list-style-type: none">(i) the physical or mental health or a disability (at any time) of an individual, or(ii) an individual’s express wishes about the future provision of health services to him or her, or(iii) a health service provided, or to be provided, to an individual, or(b) other personal information collected to provide, or in providing, a health service, or(c) 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(d) 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 a genetic relative of the individual, or(e) healthcare identifiers, but does not include health information, or a class of health information or health information contained in a class of documents, that is prescribed as exempt health information for the purposes of this Act generally or for the purposes of specified provisions of this Act.

Personal Information	The Privacy & Personal Information Protection Act NSW has the meaning currently as, (1) 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. (2) Personal information includes such things as an individual's fingerprints, retina prints, body samples or genetic characteristics.
SOP	Means Sydney Olympic Park being the area specified in Schedule 1 of the Sydney Olympic Park Authority Act 2001 (NSW)
SOPA	Means the Sydney Olympic Park Authority which incorporates SOPA Corporate Office; and SOPA Sports Venues
SOPA Security Committee	Committee composed of internal and external staff to review security requirements and security practices across SOP
SOPA Sports Venues	a) SOP Aquatic Centre b) SOP Athletic Centre c) SOP Archery Centre d) SOP Sports Centre e) SOP Sports Halls f) SOP Hockey Centre g) Wilson Park
SOPOC	SOP Operations Centre is located at 1 Edwin Flack Ave, Sydney Olympic Park
Reception	SOPA Reception - Front Desk of SOPA's Corporate Office
RIC and PO	Means SOPA Right to Information Officer and Privacy Officer The officer responsible for handling privacy complaints, privacy requests and non law enforcement / emergency service requests for access to, and/or copies of CCTV
S&S Manager	SOPA Safety & Security Manager - The officer responsible for handling requests from law enforcement and emergency service requests for access to CCTV
Video Surveillance	Video surveillance is defined by a CCTV system for direct visual monitoring and /or recording of activities on premises or in a place.

2. Introduction

The SOP Precinct comprises a number of sporting, entertainment and exhibition venues, public transport terminals within venues and car parks as well as having extensive public areas, including parklands.

Comprehensive CCTV systems have been installed throughout SOP and SOPA Sports Venues within SOP to satisfy the dual purpose of site management, and public/property safety and security as follows:

- a) To provide an effective means by which to prevent and reduce criminal activity in a monitored area via an increased fear of detection and apprehension on the part of the offenders.
- b) Improve the public's general feeling of safety and security in regards to the monitored areas.
- c) Provide accurate identification of offenders and events whilst an incident is occurring.
- d) Allow for monitoring of traffic flow within the SOP area and surrounding roads.
- e) Monitoring of pedestrian traffic to facilities and venues within SOP area.
- f) Monitoring of car parks, Car park Booths, public/private transport movements, and the monitoring of the public domain areas within the SOP Precinct.
- g) Monitoring anti-social behaviour and safety within SOPA Sports Venues and public places surrounding SOPA Sports Venues.

3. CCTV Camera Design

The CCTV system monitoring public places, Car Park Booths, SOPA's Reception, incorporates approximately 171 cameras via a combination of fibre-optic cable network, Wi-Fi, coaxial and Ethernet to SOPOC.

CCTV images captured by non SOPA Sports Venues cameras are transmitted back to the SOPOC monitors for live observation and recording. Camera movements are controlled from the SOPOC. The facility is staffed 24 hours a day 7 days a week.

CCTV images captured by SOPA Sports Venues car parks are transmitted for live observation during standard operational hours and events to the Manager, parking – to monitor boom gate and traffic ingress and egress from Car park facilities within SOP.

The CCTV system installed within SOPA Sports Venues comprises both fixed and movable cameras. Cameras within SOPA Sports Venues are monitored by the SOPA Sports Venues to for event safety and security.

The Aquatic Centre CCTV system has the additional function of providing members of the public non-recorded viewing of swimming pool patronage to allow patrons to select swimming pool activities based upon crowd levels.

SOPA Sports Venues monitor their own CCTV systems as follows:

- a) SOP Aquatic Centre and surrounding areas including playground(s) and car parks. This system is monitored by the Venue's Pool operations room and the Venue Manager within their office.

- b) SOP Athletic Centre including tracks and entrance courtyard and main gates. This system is monitored by the Venue's Pool operations room and the Venue Manager within their office.
- c) SOP Hockey Centre including hockey fields, front entrance and courtyards. This system is administered by the Assistant Property and Services Manager. CCTV footage is recorded on drive in Store 10 but no active day to day monitoring of footage occurs
- d) SOP Sports Centre including car parks and entrances. This system is administered by the Assistant Property and Services Manager. CCTV footage is recorded on drive in Store 10 but no active day to day monitoring of footage occurs
- e) SOP Sports Halls. This system is administered by the Assistant Property and Services Manager from SOPSC. CCTV footage is recorded on drive but no active day to day monitoring of footage occurs. The SOP Sports Halls CCTV System is a stand alone system.
- f) Third parties may from time to time request the SOP Sports Halls CCTV system be activated during events (such as the Royal Easter Show). Request for the CCTV system to be active are to be in writing to the Manager - Sports Centre, Hockey Centre & Sports Halls. The request is to include duration of activation, reason for activation and person responsible during the activation period. Third parties will **not** have view access or control access to the system. If footage is required due to an incident the Right to Information Coordinator is to be notified within 15 days of the incident occurring. The RIC will coordinate the extraction of, and provision of the footage.

4. Storage of CCTV Images

All images captured by the CCTV system monitored by SOPOC are routinely recorded digitally and retained for a period of up to 60 days (dependant upon system storage capacity), then erased unless required for special purposes such as law enforcement.

All images captured by the CCTV system at SOPA Sports Venues are routinely recorded digitally and retained for a period of not less than 10 days.

5. CCTV Camera Design

Cameras monitoring public places are of colour or black and white resolution. Cameras are a mixture of fixed focal lengths and cameras with panning, tilting and zoom capabilities enable effective monitoring of SOP. Where cameras are exposed to the elements they are housed in an environmental dome, which protects the camera.

Cameras installed within SOPA Sports Venues and their immediate surrounds are a mix of fixed and movable cameras. All cameras have the ability to zoom.

Cameras installed within Car park booths and the Authority's Reception area are fixed cameras with the ability to optically zoom, tilt and pan.

6. CCTV Camera Locations

Cameras monitoring public places are located throughout the length and breadth of the SOP Precinct. A detailed plan of the camera locations is displayed within the SOPOC. The detailed location plan is not available to the public as the release of the plan could:

- a) increase the likelihood of, or prejudice the prevention of, preparedness against, response to, or recovery from, a public emergency (including any natural disaster, major accident, civil disturbance or act of terrorism),
- b) endanger, or prejudice any system or procedure for protecting, the life, health or safety of any person,
- c) endanger the security of, or prejudice any system or procedure for protecting, any place, property or vehicle.

The plan is not to be made available to staff and / or contractors without prior written approval from the General Manager, Operations & Sustainability or a member of the SOPA Security Management Committee.

7. Signage

Appropriate signage in monitored public places is displayed throughout the SOPA Precinct including Pay Station areas. A sample of the sign is displayed below.



Similar signage is displayed within monitored venues.

8. Requesting Footage

All requests for footage made by a member of the public for access to or copies of footage can be made via the Authority's GIPA and Privacy unit at gipa.privacy@sopa.nsw.gov.au or by telephone on 9714 7300.

All request for footage made by law enforcement, national security, emergency services or any other government body whose core function is state and / or national security are to be made to SOPA Manager, Precinct Coordinator or SOPA's General Manager, Operations.

9. Operating Principles

SOPA ensures:

- a) The recording and retention of recorded media is undertaken fairly and lawfully,
- b) People are aware that they may be subject to CCTV system surveillance,
- c) That the CCTV system surveillance is not used to monitor or track individuals in a gratuitous or unreasonable manner,

- d) The CCTV system surveillance is not used for general intelligence gathering,
- e) The information gathered is not used for any other purpose than proclaimed, and
- f) The owners of the CCTV system are clearly identified and accountable for its operation.

The Authority's use, management and monitoring of public spaces, within SOP Venues and within Car park manned booths comply with the principles following. (Additional information on these principles is available on the NSW Information and Privacy Commissioners [website](#).)

9.1. Principle 1 - Lawful

The SOP CCTV system will be operated fairly, within applicable law, and only for the purposes for which it is established or which are subsequently agreed in accordance with this Protocol.

Operation of the SOP CCTV system will comply with the Privacy and Personal Information Protection Act 1998 and its Regulations, Workplace Surveillance Act 2005, and the Surveillance Devices Act 2007. This applies to all SOPA employees or contractors employed by, SOP, within SOP.

9.2. Principle 2 – Direct

The CCTV system will be operated with due regard to privacy and civil liberties of the individual members of the public.

Tracking of or zooming in on members of the public will only be done when:

- a) Car Park intercoms activated will move relevant camera(s) to focus on car park entrance / exit in which the intercom was activated.
- b) Person(s) are behaving in a manner likely to cause a disturbance to the general public,
- c) There is a reasonable suspicion that persons are conducting illegal activities (or activities in contravention of the SOPA Act 2001).
- d) There is a concern for the safety and welfare of person(s) on site.
- e) Searching for person(s) of interest identified by any or all of the following:
 - i. Law enforcement or other legal security service(s)
 - ii. Emergency Services
 - iii. Resulting from previous incident that occurred on same day reported by SOPOC that involved breach(es) of Acts, legislation, public safety and . or personal welfare

All operators will be made aware, as part of their training that the CCTV system operation may be audited, and that they may be called upon to account for their actions.

9.3. Principle 3 – Open

CCTV Footage is captured 24 hours a day, 7 days per week for the purpose specified at paragraph 2.1.

The public will be provided with clear and easily distinguishable information in relation to the operation of CCTV system at SOP by:

- a) Clearly visible signs displayed throughout key areas of Sydney Olympic Park, including within monitored venues stating that the CCTV system is operating, these signs will:
- b) Informing the public that the CCTV system is in operation,
- c) Allowing people entering the area to make a reasonable assumption of the area covered by cameras, and
- d) Identify SOPA as the owner and provide a telephone contact number.

Only staff with responsibility for using the equipment will have access to operating controls within the SOPOC and SOPA Sports Venues as stated at paragraph 3.

Cameras will not be used to look into premises or buildings, unless it is explicitly for following, (in real time recording), participants of a crime, which originated in the Public Domain.

No sound will be recorded in a public place.

“Dummy” cameras will not be used within SOP unless with written approval from the General Manager, Operations & Sustainability.

All Operations Centre staff are to be made aware that recordings are subject to routine audits and that they may be required to justify their interest in a member of the public or premises.

9.4. Principle 4 – Relevant

The CCTV system in place within SOP is such that once captured can not be altered in any way. The footage includes embedded date and time markers.

Footage will only be retained when relevant to conditions specified under Principle 3.

Tracking of or zooming in on members of the public will only be done when conditions specified under Principle 2:

All operators of the CCTV Systems will be made aware, as part of their training, that the CCTV system operation may be audited, and that they may be called upon to account for their actions.

Car Park intercom activated will move relevant camera(s) to focus on car park entrance / exit in which the intercom was activated.

9.5. Principle 5 – Secure

SOPA has primary responsibility for the introduction, implementation and compliance with this CCTV Protocol;

Security access, accountability and auditing of the SOPOC CCTV include all of the measures listed below:

- a) Access, operation, maintenance and management of SOPOC will only be by authorised employees of SOPA, contractors approved and engaged by SOPA's Precinct Operations and /or General Manager Operations.
- b) Access to SOPOC and SOPOC CCTV control rooms area is controlled via a proximity identification card for authorised staff or approval from the SOPA's Safety and Security Manager for access by Visitors and non-authorised personnel;
- c) Access to the SOPOC will be restricted to authorised SOPA staff and persons involved in the operation, maintenance and management of the system via an identifiable proximity card with access control. This includes operations and security staff engaged under contract by SOPA authorised by SOPA's Manager, Precinct operations or the General Manager, Operations or their nominated delegate.
- d) Access by visitors to the SOPOC will be via Place Manager Centre (1 Edwin Flack, Sydney Olympic Park) vestibule or under escort by authorised personnel. All visitors are required to sign the visitor register before entry will be granted.
- e) Access to and location of the GUI Client Servers throughout the organisation, which have access to the CCTV system is restricted and limited to authorised SOPA staff and Contractors and is controlled through network user ID and password control.. These servers are located at:
 - i. General Manager, Operations and Sustainability,
 - ii. Manager Operations desk,
 - iii. Safety and Security Managers desk,
 - iv. Manager Parking Desk, and
 - v. P1 Pay Station office.

Security access, accountability and auditing of the SOPA Sports Venues CCTV include all of the measures listed below:

- a) SOP Aquatic Centre and surrounding areas including playground(s) and car parks.
 - i. Access to CCTV controls within monitored Venues is restricted via secure room access and sign-in procedures;
- b) SOP Athletic Centre including tracks and entrance courtyard and man gates.
 - i. Access to CCTV controls within monitored Venues is restricted via secure room access and sign-in procedures;
- c) SOP Sports Halls and front entrance.
 - i. Access to CCTV controls within monitored Venues is restricted via secure room access and sign-in procedures;
 - ii. Access to CCTV footage is provided by Assistant Property and Services Manager after approval by Venue Manager
 - iii. In the absence of the Venue Manager and due to operational requirements, the Event or Program Services Manager may approve such.
- d) SOP Hockey Centre including hockey fields, front entrance and courtyards.

- i. Access to CCTV controls within monitored Venues is restricted via secure room access and sign-in procedures
 - ii. Access to CCTV footage is provided by Assistant Property and Services Manager after approval by Venue Manager.
 - iii. In the absence of the Venue Manager and due to operational requirements, the Event or Program Services Manager may approve such.
- e) SOP Sports Centre including car parks and entrances.
- i. Access to CCTV controls within monitored Venues is restricted via secure room access and sign-in procedures
 - ii. Access to CCTV footage is provided by Assistant Property and Services Manager after approval by Venue Manager
 - iii. In the absence of the Venue Manager and due to operational requirements, the Event or Program Services Manager may approve such.

9.6. Principle 6 – Transparent

Footage is not retained beyond the period specified at 3.2 unless extracted for law enforcement, security, safety, operational training or by request from a member of the public (or representative) under GIPA, PPIPA or HRIPA.

Footage is retained for the period specified under the NSW State Records Authority approved Retention and Disposal Authority, Video/visual surveillance records ([GDA08](#)), in a manner that does not allow the reproduction of any of the recorded material.

9.7. Principle 7 – Accessible

Footage may be requested as specified at paragraph 5 above. Access will be provided to members of the public under GIPA, PPIPA or HRIPA as an informal application where:

- a) the request is made by the member of the public the footage relates to;
- b) third persons have written and signed agreement form the person the footage relates to for the footage to be released,
- c) unless requested as a formal GIPA access application.

Access will be provided to law enforcement, national security, emergency services or any other government body whose core function is state and / or national security via SOPA's Manager Precinct Operations, or SOPA's General Manager Operations or by their nominated delegate.

Law enforcement, national security, emergency services or any other government body who's core function is state and / or national security are to complete a Release Form for a copy of CCTV Images providing the details above and following:

- a) Requesting officer's name;
- b) Rank and registered number;
- c) Requesting officer's station/branch;

- d) Collecting officer's name;
- e) Collecting officer's rank and registered number;

The request is to include the following details:

- a) Incident Location;
- b) Incident Time;
- c) Incident duration;
- d) Name;
- e) Contact telephone; and
- f) Contact email

9.8. Principle 8 – Correct

CCTV Footage captured, including footage extracted and stored, is captured in real-time and can not be edited or modified in any way. Details of persons captured in footage are not appended to footage. Personal information captured in relation to extracted footage is incidentally retained as part of the request for the footage.

9.9. Principle 9 – Accurate

Information stored will be accurate and relevant as per Principle 4 (paragraph 9.4).

When an operator identifies an emergency or incident to which a response is required the operator must contact the relevant SOPA Staff and / or emergency services (if required), or provide clear direction of what has occurred and why response is required.

Whenever a response is deemed appropriate to an identified incident, the operator must record the following information using the SOPA's Security Contractor's standard Incident Report template. The incident report must record information, which will assist the police in the recording of the incident including:

- a) Type of incident, including description;
- b) Date and Time of incident;
- c) Organisation responding to incident;
- d) Nature of response, (caution, arrest, intervention);
- e) Outcome (if available);

Details of parties involved (if relevant) CCTV Footage captured is accurate as at the time captured and is provided in a proprietary format that cannot be edited or modified in any way.

9.10. Principle 10 - Limited

Access to and / or copies of CCTV footage will only be provided as per paragraph 3 f) and principles 5, 6 and 7 (refer to paragraphs 8.5, 8.6 and 8.7. Entities permitted access or copies of CCTV Footage are limited to:

- a) law enforcement, national security, emergency services or any other government body whose core function is state and / or national security have provided a signed request.

- b) A member of the public under a GIPA, PPIPA, HRIPA access request / application.

In addition to the above SOPA may grant access to and/or copies of CCTV footage to:

- a) Private and / or other Government entities operating business within SOP where:
 - i. Their core business is involved in event operations, event security and / or event coordination;
 - ii. They hold events that cross into SOP public areas and / or other venues within SOP
 - iii. May need to participate in event security coordination monitoring and / or training conducted by SOPA;
 - iv. May need to coordinate with police and / or emergency services.
- b) Other government department involved in joint security / protection functions that may require access to SOP as a training exercise during times of elevated threat level

9.11. Principle 11 - Restricted

The public interest in the operation of the CCTV system will be recognised by ensuring the security and integrity of operational procedures. Operational procedures for the use of the system have been developed and documented.

Training in the procedures is provided to all operators. The Manager Operations will undertake regular informal audits of the operators to ensure that they are complying with the procedures.

9.12. Principle 12 - Safeguarded

SOPA is accountable for the effective and appropriate operation and management of the CCTV system through established audit procedures with regards to taped and recorded media.

SOPOC audits will be conducted internally, monthly, by SOPA's Safety and Security Manager or nominated delegate. Results of the audit will be reported to SOPA's Operations Manager.

Audits of SOPA Sports Venues will be as follows:

- a) SOP Aquatic Centre and surrounding areas including playground(s) and car parks and SOP Athletic Centre including tracks and entrance courtyard and main gates.
 - i. Audits will be conducted as required.
- b) SOP Sports Centre including car parks and entrances; SOP Sports Halls and front entrance; SOP Hockey Centre including hockey fields, front entrance and courtyards.
 - i. Audits will be conducted internally on a quarterly basis by the Assistant Manager, Property and Services or his delegate reporting to the Venue Manager

Audits will promote public confidence in the use of the CCTV system at SOP by ensuring that its operations are transparent and undergoing constant internal scrutiny and review.

10. Complaints Procedure

Complaints regarding the utilisation of the CCTV system at SOP should be directed to the SOPA RIC or SOPA PO.

11. Violations of Privacy

The Privacy and Personal Information Protection Act 1998 authorises the Office of the Privacy Commissioner to receive and investigate complaints regarding alleged violations of privacy. Any information distributed about the scheme should advise members of the community that they are to lodge a complaint to Privacy NSW.

12. Contact Officer

Any enquiries relating to this SOPA Policy should be addressed to:

Right to Information and Privacy Coordinator
Sydney Olympic Park Authority
8 Australia Avenue
Sydney Olympic Park NSW 2127
Telephone: 9714 7300
Email: gipa.privacy@sopa.nsw.gov.au

13. Related References

- [POL09/5](#) Privacy Management Plan
- [POL12/1](#) Government Information (Public Access) Act (GIPA)
- [GIPA -](#) Government Information (Public Access) GIPA Act
- [GIPA Reg -](#) Government Information (Public Access) Regulation 2009
- [Health Records and Information Privacy Code of Practice 2005](#)
- [HRIP -](#) Health Records and Information Privacy Act
- [HRIP Reg](#) Health Records and Information Privacy Regulation 2012
- [IPC -](#) Information and Privacy Commission NSW – Information Resources
- [PPIPA -](#) The Privacy & Personal Information Protection Act
- [PPIPA reg](#) Privacy and Personal Information Protection Regulation 2014
- [Privacy Code of Practice \(General\) 2003](#)

Attachments

Sydney Olympic Park Authority

APPENDIX A: RELEASE FORM FOR A COPY VIDEOTAPE / CDR

For NSW Police only

Safety and Security Manager
Sydney Olympic Park Authority
7 Figtree Drive
Sydney Olympic Park. NSW. 2127

Video Requisition

The following incident occurred in the vicinity of

.....
.....
.....

and has been recorded on Digital Video by the CCTV cameras operated by SOPA.

DVR Record I.D. (provided by SOPA):

.....

Under s.23 of the *Privacy and Personal Information Protection Act 1998*, I request a copy of the above-described footage, on the basis that its disclosure to NSW Police is:

- in connection with proceedings for an offence or for law enforcement purposes, or
- for the purposes of ascertaining the whereabouts of a missing person, or
- is reasonably necessary for the protection of the public revenue, or
- is reasonably necessary in order to investigate an offence where there are reasonable grounds to believe that an offence may have been committed.

Date

Time

.....

Requesting Officer (Print)

Signature*

.....

Rank and Registered Number

.....
Station/Branch

.....
Collecting Officer (Print)

Signature*

.....
Rank and Registered Number

Copy Tape / CDR Number

.....
****I acknowledge that I am responsible for ensuring the tape(s)/CDR(s) is/are only used for official Police purposes.***

1.1.1.1

1.1.1.2 NSW POLICE LOCAL AREA COMMANDER / DUTY OFFICER

Supplied is a blank video cassette / CDR to record the original digital video recording. This copy will be used for investigation purposes only. Please hold the original until a video exhibit release form or subpoena from the court is forwarded.

Exhibit Reference Number is

NAME (Please Print)

Signature

Date

.....
1.1.2

Note: Blue coloured Exhibit Receipt Form is to be attached to this Requisition Form by Police Officer in charge of the matter.

SOPA Authorised Officer (Print)

Signature

.....
Date..... Time.....

Attachment 2 – IPPs

PPIPA IPPs

Collection		
Lawful	1	Only collect your personal information for a lawful purpose. It must be needed for the agency's activities.
Direct	2	Collect the information from only you, unless exemptions apply.
Open	3	Tell you that the information is being collected, why and who will be using it and storing it. You must be told how to access it and make sure it's correct.
Relevant	4	Make sure that your personal information is relevant, accurate, current and non-excessive.
Storage		
Secure	5	Store your personal information securely. It should not be kept longer than needed, and disposed of properly.
Access and Accuracy		
Transparent	6	Provide you with details about the personal information they are storing, reasons why they are storing it and how you can access it if you wish to make sure it's correct.
Accessible	7	Allow you to access your personal information in a reasonable time frame and without being costly.
Correct	8	Allow you to update, correct or amend your personal information when needed.

Use		
Accurate	9	Make sure that your personal information is correct and relevant before using it.
Limited	10	Only use your personal information for the reason they collected it.
Disclosure		
Restricted	11	Only release your information if you consented. An agency, however, may also release your information if it's for a related reason and can be reasonably assumed that you would not object. Or your information is needed to deal with a serious and impending threat to someone's health and safety including your own.
Safeguarded	12	Not disclose your sensitive information without your consent. Such information includes: racial, ethnic information, political, religious and philosophical beliefs, sexual activity and trade union membership. Your information may only be released without consent to deal with a serious and impending threat to someone's health and safety.

HRIP IPPs

Health Privacy Principles

Collection		
Lawful	1	Only collect your health information for a lawful purpose. It must also relate directly to the agency's activities.
Relevant	2	Make sure that your health information is relevant, accurate, current and non-excessive.
Direct	3	Collect your health information from only you, unless exemptions apply.
Open	4	Tell you that the information is being collected, why and who will be using it and storing it. You must be told how to access it if you wish to make sure it's correct.
Storage		
Secure	5	Store your health information securely. It should not be kept longer than needed, and disposed of properly.
Access and Accuracy		
Transparent	6	Provide you with details about the health information they are storing, why and how you can access it.

Accessible	7	Allow you to access your health information in a reasonable timeframe and without being costly.
Correct	8	Allow you to update, correct or amend your health information when needed. (Note: private sector organisations should also refer to s33-37 of the HRIP Act for further provisions).
Accurate	9	Make sure that your health information is correct and relevant before using it.
Use		
Limited	10	Only use your health information for the reason that it was collected, unless exemptions apply.
Disclosure		
Limited	11	Only disclose your health information for the reason that it was collected otherwise separate consent is needed from you.
Identifiers and anonymity		
Not identified	12	Can only give you an ID number if it is reasonably necessary.
Anonymous	13	Give you the option of receiving information from you anonymously, where practicable.
Transferrals and linkage		

Controlled	14	Only transfer health information outside NSW in accordance with the HPP 14.
Authorised	15	Only use health records linkage systems if you have provided consent.