

Encourage and support proactive release of government information



- › Developed **FOI capabilities** through new resources, guidelines, reports and information sessions
- › Released joint **open by design principles** for governments

Advance online privacy protections



- › Took **regulatory action** to protect Australians online, including an international joint investigation
- › Promoted and advised on **Privacy Act review** and **Online Privacy Code**
- › Oversaw new personal information handling practices to support the **pandemic response and recovery**

In **2021** the Office of the Australian Information Commissioner worked to increase public trust and confidence in the protection of personal information and access to government-held information.

Influence and uphold privacy and information access rights frameworks



- › Regulated compliance with personal information security obligations through the **Notifiable Data Breaches scheme** and **Consumer Data Right**
- › Ensured **more than 700 data breaches** were notified to individuals, rectified and remedied
- › Finalised **Commissioner-initiated investigations** on high privacy impact technologies, security and FOI
- › Finalised **more than 2,000 privacy complaints** from individuals
- › Completed **proactive assessments** to enhance organisations' privacy practices, including on CDR and COVIDSafe
- › Commenced proactive assessments of **PIA register** compliance and **My Health Record** access security policies
- › Issued **national principles for handling personal information** in the pandemic
- › Finalised **almost 1,100 Information Commissioner reviews**, up more than 10%
- › Finalised **more than 160 FOI complaints**, up more than 10%
- › Helped more than 13,000 people with privacy and FOI enquiries through our **public information service**
- › Influenced legislative and regulatory frameworks through **15 submissions on privacy and FOI** matters
- › Worked with agencies to **improve statutory processing timeframes** for FOI

Contemporary approach to regulation



- › Engaged with Australian and international counterparts to promote **regulatory cooperation** and information rights
- › Provided **international leadership** to the data protection community through key roles in the Global Privacy Assembly
- › **Raised awareness** of regulatory focus through more than 40 events and presentations

Support delivery of Digital Economy Strategy and Cyber Security Strategy



- › Supported the **accelerated rollout** of the Consumer Data Right, through guidance, complaint handling processes and partnerships with CDR agencies
- › **Advised government** on development of Digital Identity System, Australian Data Strategy and My Health Records
- › Supported government consideration of **cyber security regulation**