



information
and privacy
commission
new south wales

IPC Regulatory Priorities 2025-28

March 2025

CONSULTATION DRAFT

The Information and Privacy Commission NSW (IPC) sets regulatory priorities to enable us to target our effort and resources towards identified areas of heightened risk. We publish our priorities to communicate the key issues which the IPC is focusing on and to signal to our stakeholders where we will focus our regulatory and compliance efforts. These priorities are not the only areas where we will take compliance action. We monitor and respond to time-critical and emerging areas of risk through our ongoing core regulatory functions, campaigns, and targeted regulatory action. The IPC retains the discretion to pursue other matters, in accordance with our Regulatory Framework.

About the IPC

The IPC is an independent integrity agency that supports the Information Commissioner and Privacy Commissioner to oversight the operation of privacy and information access laws in New South Wales.

The Information Commissioner is an independent statutory officeholder with responsibility for overseeing the information access rights and obligations established by the *Government Information (Public Access) Act 2009* (GIPA Act) and exercises functions under the *Government Information (Information Commissioner) Act 2009* (GIIC Act). The Information Commissioner is also the head of the IPC.

The Privacy Commissioner is an independent statutory officeholder with responsibility for overseeing and advising NSW public sector agencies on compliance with the *Privacy and Personal Information Protection Act 1998* (PIIP Act) and the *Health Records and Information Privacy Act 2002* (HRIP Act).

For further information about the IPC visit www.ipc.nsw.gov.au.

Regulatory Priorities

Regulatory Priority	Intent Statement	Priority Summary	Regulatory Activities
Strategic Priority 1	Safeguarding rights through informed oversight		
	Information access and privacy rights are protected by the IPC, understanding how the landscape is evolving and changing the way public services are delivered		
Responsible use of emerging technologies	We will prioritise regulatory action to ensure agencies we oversee, who are looking to implement new systems and technology, appropriately maintain the public's information access and privacy rights.	With the growing availability of rapidly evolving technology, the use of personal information to drive, innovate and inform technology can impact individual rights and cause harm. Historical approaches taken by agencies to information access and privacy are unlikely to be effective in protecting the public's rights.	We will respond to this regulatory priority through: <ul style="list-style-type: none"> • Proactive engagement with stakeholders to elevate the importance of transparency on the use of emerging technologies. • Focused engagement with government and agencies through the AI assessment framework – to ensure information access and privacy risks are sufficiently understood and mitigated for new technology projects. • Targeted proactive audits of agencies that have implemented emerging technologies – to ensure they have adequately responded to information access and privacy considerations.
Protecting rights when government uses private sector contractors	We will prioritise regulatory action to ensure agencies we oversee, who engage private sector contractors to provide services to the public, are protecting the public's information access and privacy rights through their contracting arrangements.	The increased use of private sector contractors to provide government services to the public, creates inherent privacy, security and information access risks that can diminish citizen trust. The public's information access and privacy rights should not be affected by the provider of government services.	We will respond to this regulatory priority through: <ul style="list-style-type: none"> • Focused information gathering and analysis of: <ul style="list-style-type: none"> ○ the scope of contractor use in public service delivery; and

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			<ul style="list-style-type: none"> ○ the nature and extent to which information access and privacy is addressed within contractual arrangements. • Targeted guidance for private sector contractors that outline their information access and privacy obligations under NSW legislation. • Targeted proactive audits of agencies who manage private sector contractors - to ensure they have contract management processes that preserve the public's information access and privacy rights.
<p>Strategic Priority 2</p>	<p>Enhancing public sector integrity through good practice guidance</p> <p>Public sector integrity improves by the IPC guiding agencies to embrace transparency and privacy by design in planning for and delivering services</p>		
<p>Protection of information access and privacy rights during systemic reforms</p>	<p>We will prioritise regulatory action to ensure plans by government for system/program-level reform in NSW appropriately preserve the information access and privacy rights of the public.</p>	<p>Significant systemic reforms of the way government delivers programs and services to the public can put at risk the information access and privacy rights of the public. As governments look to reform, the public's privacy and information access rights must be appropriately preserved.</p>	<p>We will respond to this regulatory priority through:</p> <ul style="list-style-type: none"> • Proactive engagement with stakeholders to elevate awareness of the need to consider information access and privacy impacts when re-designing program and service delivery. • Focused engagement with government and agencies where significant systemic reforms are planned, including:

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			<ul style="list-style-type: none"> ○ promoting the adoption of information access and privacy safeguards that are designed into underlying systems; and ○ providing targeted guidance to agencies on good practice handling of personal and government information. ● Raising the public's awareness and understanding of their information access and privacy rights where significant system reforms are being implemented.
<p>Good information access and privacy practices</p>	<p>We will prioritise regulatory action to ensure agencies we oversee have good practices in place to maintain compliance with their information access, privacy and data retention obligations, including reporting under the Mandatory Notification of Data Breaches Scheme.</p>	<p>Maintaining good practices to ensure full compliance with information access and privacy obligations requires continued focus – particularly in circumstances where budgets and funding are limited. Agencies' compliance with their information access and privacy obligations help the public to have confidence that our system of government is open, accountable, fair and effective, and that their personal information is protected.</p>	<p>We will respond to this regulatory priority through:</p> <ul style="list-style-type: none"> ● Development of guidance to support agencies in their privacy and information access program design. ● A program of identified proactive regulatory audits. ● Identification of opportunities to develop case studies, fact sheets, deliver webinars and podcasts to engage and inform our stakeholders.