

Office of the General Counsel

Privacy Management Plan

April 2007



NSW Police Force

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1. Introduction

1.1 This Privacy Management Plan ("the Plan") has been prepared by the Police Force to satisfy the requirements of Part 3 of the Privacy and Personal Information Protection Act 1998 (PIIP Act).

2. Overview: NSW Police Service Functions & Activities

2.1 The mission of the New South Wales Police Force is;
"To have police and the community working together to establish a safer environment by reducing violence, crime and fear".

2.2 The functions of the Police Force, as defined under section 6 of the Police Service Act 1990, are:

- the provision of police services for New South Wales;
- the exercise of any other function conferred on the Police Service by or under the Police Service Act or any other Act; and
- to do anything necessary for, or incidental to, the exercise of the Police Service's functions.

Police services, as defined in section 6 of the Police Service Act 1990, include:

- services by way of prevention and detection of crime;
- the protection of persons from injury or death, and property from damage, whether arising from criminal acts or in any other way;
- the provision of essential services in emergencies; and
- any other service prescribed by regulation.

2.3 Reference to the functions of the Police Force includes reference to the functions of members of the Police Force.

2.4 The Police Force's Corporate Plan details specific Service Delivery Programs which are delivered through a number of policing services. The current Corporate Plan groups these activities and services into the following programs:

- Community Support
- Criminal Investigation
- Traffic
- Judicial Support

2.5 Further information can be found on the New South Wales Police Force website which is located at www.police.nsw.gov.au.

3. Information Protection Principles

3.1 The information protection principles of the PPIP Act provide safeguards and privacy standards for the collection, storage, use and disclosure of personal information held by public sector agencies including the Police Force.

3.2 As a law enforcement agency the Police Force is granted broad exemptions under the PPIP Act. The Force is nevertheless required to comply with the Information Protection Principles in respect of its administrative and educative functions. The manner in which the principles are to be applied by the Force are referred to below and in the Police Force's Privacy Code of Practice.

“for a more thorough understanding of the terms Administrative and Educative Function regard can be had to the case of HW –v – Commissioner of Police, NSW Police Service and Anor[2003] NSWADT 214”

4. Personal Information

4.1 Personal Information is defined under the PPIP Act as 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. Exemptions to the definition of personal information also exist.

5. Personal Information Held by the Police Force

5.1 In accordance with the PPIP Act, the Police Force holds personal information when:

- The Force is in possession or control of the information, or
- information is in the possession or control of a person employed or engaged by the Force in the course of such employment or engagement, or
- information is contained in a State record in respect of which the Service is responsible under the State Records Act 1998.

Part A – Policies & Practices

6. Police Force Policy

6.1 It is the policy of the Police Force to comply with the information protection principles and other provisions of the PPIP Act. The Police Force only intends to depart from the principles in accordance with any exception or exemption provided under the Act, or as otherwise permitted under the Police Force's Privacy Code of Practice or any other code that applies to the Police Force.

Legislation and Police Force policies relevant to the Force's collection, storage, use and disclosure of personal information include the following:

- Privacy and Personal Information Protection Act 1998
- Health Records and Information Privacy Act 2002
- Law Enforcement (Powers and Responsibilities) Act 2002
- Freedom of Information Act 1989
- Criminal Records Act 1991
- States Records Act 1998
- Crimes Act 1900
- Police Regulation 2000
- Police Handbook
- Code of Best Practice and Guidelines for the Management of Information and Information Systems
- NSW Police Service Electronic Mail Policy
- NSW Police Service Code of Conduct and Ethics
- Public Sector Handbook

7. Application of Information Protection Principles

7.1 Application of the information protection principles in respect of the administrative and educative functions and activities of the Force are as follows:

Principle 1 - requires that the Police Force must not collect personal information unless the information is collected for a lawful purpose that is directly related to the operations of the Police Force and the collection is reasonably necessary for those purposes.

Principle 2 - requires that the Police Force shall collect information directly from the individual to whom the information relates unless the individual has authorised collection of the information from someone else, or if the person is under the age of 16 years, the information has been provided by a parent or guardian of the person.

Principle 3 - requires the Police Force to take reasonable steps when collecting personal information to ensure the person to whom it relates is aware:

- that the information is being collected;
- of the purpose of collection;
- of who will receive the information;
- of whether supply of the information is voluntary and the consequences of a failure to supply the information;
- of the person's right to access or change the information; and
- of the name and address of the agency to hold the information.

Principle 4 – requires that the Police Force shall take reasonable steps to ensure that the information is relevant to the purpose for which it was collected, not excessive, accurate, up to date, and complete and does not intrude to an unreasonable extent on the personal affairs of the person to whom it relates.

Principle 5 – requires that the Police Force shall ensure information held is:

- kept no longer than is necessary for the purposes for which it is collected;
- disposed of securely when no longer needed;
- protected against loss and unauthorised use or dissemination by reasonable security safeguards; and
- similarly protected if, of necessity, transferred to a person in connection with the provision of a service to the Police Force, eg, a contractor or consultant.

Principle 6 – requires that the Police Force take reasonable steps to enable any person to ascertain:

- whether the Force holds personal information in relation to the person; and
- the nature, main purposes of holding and how the person may gain access to the information.

Principle 7 - requires the Police Force, upon request from person, to provide access to information held without excessive delay or expense.

Principle 8 - requires the Police Force, at the request of the person, to make appropriate amendments to ensure information is accurate, up to date, relevant, complete and not misleading.

Principle 9 – requires that the Police Force must not use personal information it holds without taking reasonable steps to ensure that the information is relevant, accurate, up to date, complete and not misleading.

Principle 10 – requires that the Police Force must not use personal information other than for the purpose for which it was collected unless:

- the person who is the subject of the information consents;
- the other purpose is directly related to the original purpose; or
- the use of the information for the other purpose is necessary to prevent or lessen a serious and imminent threat to the life or health of the person or of another person.

Principle 11 – requires that the Police Force must not disclose personal information to another body, including another public sector agency, unless:

- the purpose of the disclosure is directly related to the purpose for which the information was collected;
- the person concerned is reasonably likely to be aware, or has been made aware, that information of that kind is usually disclosed to the body; or
- the agency believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the person concerned.

Principle 12 – requires that the Police Force should only disclose personal information relating to a person's racial or ethnic origin, political opinions, religious or philosophical

beliefs or trade union membership if disclosure is necessary to prevent or lessen a serious and imminent threat to the person's life or health or that of another person.

8. Practice and Compliance Measures

General

A number of the information protection principles require the Police Force to take reasonable steps in the particular circumstances. Factors which will determine the Service's reasonableness include consideration of the sensitivity of the information, the possible uses of the information, the context in which it was obtained, and the financial and practical effects of strategies for compliance on the continued ability of the Police Service to perform its legitimate functions and operations.

The following practices and compliance measures are to be adopted and applied in respect of the administrative and educative functions and activities of the Police Service:

Collection (Principles 1 to 4)

- Members of the Police Force are not to collect personal information by any unlawful means.
- The Police Force is to collect information directly from the individual except where the individual has authorised the collection of information from another party.
- The Police Force is to take steps to ensure a review of the current forms used by the Force which involve the collection of personal information from members of the public and employees to ensure compliance with the notification requirements referred to under Principle 3.
- The Police Force is to take steps to ensure that appropriate warning signs are displayed in areas of the Service which are subject to overt video surveillance.
- Any proposed Police Force policies or guidelines relating to the exchange of personal information are to be referred to the Legal Services section for consideration of any privacy implications.
- Where circumstances reasonably allow the Police Force will take steps to check the accuracy and currency of personal information when collected.

Storage and Security (Principle 5)

- The Police Force's policies and practices in respect of the retention and disposal of records are, and will continue to be, in accordance with the State Records Act 1998.
- The Police Force adopts a number of corruption prevention measures to ensure the integrity of its operations and the security of its information holdings. The Force conducts, and will continue to conduct security audits of a number of areas including computer accesses, the Force's memo system, and accesses and departures of personnel from sensitive Police Force premises.
- The Police Force will continue to review policies and guidelines that relate to the security of personal information and the management of information and data in general.

Access, Alteration & Accuracy (Principles 6 - 9)

- Applications for information, access or alteration are to be addressed to the Deputy Director, Legal Compliance Unit, Legal Services, NSW Police Force, Locked Bag 5102 Parramatta 2124.

- The Police Force may elect to process any application for information, access or alteration as if such application was made under the Freedom of Information Act 1989 ('FOI Act').
- The Police Force's processing of applications for access or alteration is not to limit any rights the applicant has under the PPIP Act.
- The Police Force may require a person seeking alteration to personal information to provide a statutory declaration or other relevant information concerning the request for alteration.
- Where reasonable and appropriate, the Police Force will conduct probity checks on consultants and/or contractors engaged to perform or deliver services on behalf of the Service which involve access to personal information.
- Where circumstances reasonably allow, the Police Force will take steps to check the accuracy and currency of personal information prior to use.

Use (Principle 10)

- Except as permitted or exempt under the PPIP Act, the Police Force shall not use personal information for a purpose other than for which the information was collected.

Disclosure (Principles 11 & 12)

- Upon request, Legal Services will provide advice to all areas of the Force in respect of any issues regarding the release or disclosure of personal information to other persons or bodies
- The Police Force will review the current guidelines of the Police Service Handbook with regard to the requirements of the PPIP Act.
- As far as reasonable and necessary, personal information details released for external research purposes are to be deleted.

Part B – Dissemination of Policies

9. Dissemination of Policies and Training

9.1 Legal Services has responsibility for the dissemination of the policies and practices relating to the Police Force's privacy obligations. Legal Services shall disseminate information on the privacy legislation and relevant Service's policies in the following manner:

- Placement of the Privacy Management Plan and Privacy Code of Practice on the Police Intranet.
- Publication of privacy articles and information in internal publications:
 - Police Weekly
 - Policing Issues and Practice Journal
- On request, the Legal Services section of the Police Force will provide assistance, guidance and legal advice on any issues relating to the Force's requirements under the PPIP Act.
- Legal Services will deliver presentations on the PPIP Act to areas of the Force as required.
- The Force will review the Police Handbook and make amendments if necessary to ensure that the information contained in the Handbook reflects the requirements of the PPIP Act.

Training and information is also supplemented by resources which can be accessed by staff. Currently available resources include:

- Articles published in the Police Weekly;
- Code of Conduct and Ethics;
- Police Handbook;
- Code of Best Practice for the Management of Information and Information Management Systems
- Public Sector Personnel Handbook (published by Premiers Department);
- Police Force policies (available on hardcopy and Service Intranet);
- Publications from the Privacy NSW, including:
 - Guide to the Privacy and Personal Information Protection Act;
 - Guide to the Information Protection Principles;
 - Guide to Public Registers

Part C – Complaints & Internal Review

10. Internal and External Review

10.1 General

People who have complaints about how the Police Force has dealt with personal information may apply for 'internal review'. Applications for internal review may concern conduct a person believes:

- breaches an information protection principle;
- breaches a code that applies to the Police Service; or
- is an inappropriate disclosure by the Police Service of personal information kept in a public register.

The Act sets out a number of requirements for the processing of applications for review including time frames, reporting requirements and requirements for advice to people about their rights to internal and external review. The Force shall undertake internal reviews in accordance with the procedure set out in this Plan.

10.2 Application

In accordance with the PPIP Act, applications for internal review are to:

1. be made in writing;
2. be addressed to the Police Force;
3. specify an address in Australia to which the applicant is to be notified after the completion of the Review; and
4. be lodged at an office of the Police Force within six months from the time the applicant first became aware of the alleged infringing conduct.
5. Applications for internal review or complaints to the Police Force should be made to the Deputy Director Legal Compliance Unit, Legal Services, NSW Police Force, and Locked Bag 5102 Parramatta 2124.

10.3 Conduct of the Review

In receiving an application and conducting an internal review under the PPIP Act, the Police Force shall:

- notify the Privacy Commissioner as soon as practicable;
- nominate a review officer;
- keep the Privacy Commissioner informed of the progress of the review;
- inform the Privacy Commissioner of the findings and outcomes of the review and the action proposed by the Police Service.

When conducting an internal review, the Police Force shall consider:

- all relevant material submitted by the applicant
- all relevant materials submitted by the Privacy Commissioner.

10.4 Review Officer

A review officer is a member of the Police Force who is nominated to deal with the application for internal review. The reviewing officer must be a person who:

- a) was not involved or substantially involved in any matter relating to the subject of the application;
- b) is an employee of the Police Force; and

- c) is otherwise suitably qualified and experienced to deal with the matters raised by the application.

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- is an employee of the Police Force; and
- is otherwise suitably qualified and experienced to deal with the matters raised by the application.

The nominated review officer shall take the following steps in the conducting the review:

- Assist the applicant as far as possible.

- Interview relevant staff, examine records and obtain any other pertinent information on the circumstances of the alleged breach.
- Seek advice from Legal Services or from Privacy NSW as required.
- Determine whether a breach of the PPIP Act has occurred and, if so, what harm or damage it has caused to the applicant.
- Prepare a report and submit the finalised investigation report to Deputy Director, Legal Compliance Unit, Legal Services setting out the relevant facts, the conclusions reached and recommendation/s for action to be taken to resolve the complaint.
- Advise the applicant and the Privacy Commissioner in writing of:
 - the findings of the review and reasons for the findings;
 - the action recommended to be taken and reasons for that action;
 - the applicant's right of appeal to the Administrative Decisions Tribunal.

Where resources allow a member of the Privacy and Discrimination Unit will assist in the conduct of Internal Reviews.

10.5 Completion of Internal Review

Once an application for internal review is received, the review should be completed as soon as reasonably practicable.

Applicants have a right to seek a review of the conduct complained of if the Police Force does not complete its internal review within 60 days of receipt of the application for review.

Once a review has been completed, the Police Force, following review by the Deputy Director, Legal Compliance Unit, Legal Services, may decide to do one or more of the following:

- take no further action on the matter;
- recommend a formal apology to the applicant;
- take appropriate remedial action;
- provide an undertaking that the conduct will not occur again; or
- implement measures to prevent recurrence of the conduct.

Within 14 days of the completion of the review, the Police Force, through the Co-ordinator, Privacy and Discrimination Unit, Legal Services, shall notify the applicant in writing of:

- the findings of the review and the reasons for those findings;
- the action proposed to be taken by the agency and the reasons for taking that action; and
- the right of the person to have those findings and the Police Force's proposed action reviewed by the Administrative Decisions Tribunal.

10.6 Request for Privacy Commissioner to Undertake an Internal Review

The Police Force may upon receipt of an application for review under section 53 of the PPIP Act, request the Privacy Commissioner to undertake the internal review on behalf of the Force.

The Privacy Commissioner may charge the Police Force an appropriate fee for its services. Any such fee is to be determined beforehand with the Privacy Commissioner.

10.7 External Review – Administrative Decisions Tribunal

If an applicant is not satisfied with the findings of the Force's internal review, or the action taken by the Force in relation to the application; the person may apply for an external review of the conduct by Administrative Decisions Tribunal. The Tribunal may make orders requiring the Police Force to:

- Refrain from conduct or action which breaches an Information Protection Principle or Code;
- Perform in compliance with an Information Protection Principle or Code;
- correct information disclosed by the Department;
- take steps to remedy loss or damage;
- refrain from disclosing information in a public register.

Part D – Miscellaneous Matters

11. Public Registers

11.1 Public registers are defined in the PPIP Act as registers containing personal information that are made publicly available or open to public inspection. Some registers are in effect, at least in part, exempted from the requirements in the Act relating to public registers because the information contained in the register falls within one of the exceptions to the definition of 'personal information'.

11.2 The NSW Police Force has identified the following registers as falling within the definition of public register under the PPIP Act:

- The Security Industry Registry is responsible for maintaining a register for persons who are licensed under the Commercial Agents and Private Inquiry Agents Act 2004. The register refers to details concerning the current status of licences for individuals in relation to:-
- CAPI Master Licences
- CAPI Operator Licences

The Security Industry Registry is responsible for maintaining a register for persons who are licensed under the Security Industry Act. The register refers to details concerning the issue of security licences in relation to:-

- Master Licences
- Operator Licences

Both of these registers are available to view online at the NSW Police Force website.

11.3 The public register provisions of the PPIP Act shall apply to the above public registers. In summary, those requirements are that:

- Before disclosing any personal information from a public register, the NSW Police Force shall take steps ensure that the information is to be used for a purpose which is legitimate by reason of its relationship to the purpose of the register or of the legislation under which the register is kept; and
- Where the NSW Police Force suppresses, on request, a person's information from the public register the Police Force must be satisfied that the safety or well-being of the person will be adversely affected by not suppressing the information and that the suppression is not against the public interest.

11.4 Registers which do not fall within the public register requirements of the PPIP Act are still subject to the privacy information principles of the Act.

12. Exemptions & Exclusions under the PPIP Act

12.1 The PPIP Act contains a number of exclusions from the definition of 'personal information'. Important exclusions in respect of the Police Force include:

- Information of an individual deceased for more than 30 years.
- Information about an individual contained in a publicly available publication.
- Information arising from the exercise of specific statutory law enforcement powers such as telephone interception, controlled operations and witness protection.

- Information about an individual arising out of, or in connection with, an authorised operation within the meaning of the Law Enforcement (Controlled Operations) Act 1997.
- Information about an individual arising out of a Royal Commission or Special Commission of Inquiry.
- Information about an individual arising out of a complaint made under Part 8A of the Police Service Act 1990.
- Information or an opinion about an individual's suitability for appointment or employment as a public sector official.

12.2 The Police Force is also granted and able to claim a number of exemptions from the information protection principles under the PPIP Act. The most significant exemption for the Police Force from the information protection principles is contained under section 27. The Police Force, as law enforcement agency, is exempt from compliance with the information protection principles except for its administrative and educative functions and activities. Essentially, the Force's operational and law enforcement functions and activities are exempt from compliance with the information protection principles.

12.3 Relevant exemptions from the information protection principles include:

Exemptions to Principle 1

- Where information is collected by the Force prior to the commencement of Part 2 of the Act (s.20).
- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.23 & s.27).

Exemptions to Principle 2:

- Where information is collected by the Force prior to the commencement of Part 2 of the Act (s.20).
- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.27).
- Where the Force's law enforcement functions would be prejudiced (s.23).
- Where the Force is investigating or otherwise handling a complaint which could be referred to an investigative agency (s.24).
- Where the Force's collection is in respect of any proceedings before a court or tribunal (s.23).
- Where the Force is lawfully authorised or required not to comply or non-compliance is otherwise permitted or reasonably contemplated under any Act or law (s.25).
- Where the Force's compliance would prejudice the interests of the individual to whom the information relates (s.26).
- Where the Force's receipt of the information is unsolicited (s.4(5)).

Exemptions to Principle 3:

- Where information is collected by the Force prior to the commencement of Part 2 of the Act (s.20).
- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.27).
- Where the Police Force is investigating or otherwise handling a complaint which could be referred to an investigative agency (s.24).

- Where the Police Force is lawfully authorised or required not to comply or non-compliance is otherwise permitted or reasonably contemplated under any Act or law (s.25).
- Where the Police Force's compliance would prejudice the interests of the individual to whom the information relates (s.26).
- Where the express consent of the individual has been obtained by the Police Force (s.26).
- Where the Force's receipt of the information is unsolicited (s.4(5)).

Exemptions to Principle 4

- Where information is collected by the Force prior to the commencement of Part 2 of the Act (s.20).
- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.27).

Exemptions to Principle 5

- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.27).

Exemptions to Principle 6:

- Where the Force is lawfully authorised or required not to comply or non-compliance is otherwise permitted or reasonably contemplated under any Act or law (s.25).
- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.27).

Exemptions to Principle 7:

- Where the Force is lawfully authorised or required not to comply or non-compliance is otherwise permitted or reasonably contemplated under any Act or law (s.25).
- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.27).

Exemptions to Principle 8:

- Where the Force is lawfully authorised or required not to comply or non-compliance is otherwise permitted or reasonably contemplated under any Act or law (s.25).
- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.27).

Exemptions to Principle 9:

- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.27).

Exemptions to Principle 10:

- Where the Force's use is reasonably necessary for law enforcement purposes or the protection of public revenue (s.23);
- Where the Police Force's collection is in relation to its operational and law enforcement functions and activities (s.27).
- Where the Force is investigating or otherwise handling a complaint which could be referred to an investigative agency (s.24).

- Where the Force is lawfully authorised or required not to comply or non-compliance is otherwise permitted or reasonably contemplated under any Act or law (s.25).

Exemptions to Principle 11:

- Where the Force's disclosure is made in connection with proceedings for an offence or for law enforcement purposes (s.23).
- Where disclosure by the Force is made in relation to locating a missing person (s.23).
- Where the Force's disclosure is authorised by subpoena, search warrant or statutory instrument (s.23).
- Where the Force's disclosure is reasonably necessary for the protection of public revenue (s.23).
- Where the Force's disclosure is reasonable necessary in order to investigate an offence where reasonable grounds exist to believe an offence has been committed (s.23).
- Where the Police Force's disclosure is in relation to its operational and law enforcement functions and activities (s.27).
- Where the Force is investigating or otherwise handling a complaint which could be referred to an investigative agency (s.24).
- Where the Force is lawfully authorised or required not to comply or non-compliance is otherwise permitted or reasonably contemplated under any Act or law (s.25).
- Where the individual expressly consents to the Force's disclosure (s.26).
- Where the Force's disclosure is to the Police Minister for the purpose of informing the Minister about a matter under the Minister's administration, or the Force's disclosure to an agency administered by the Premier for the purpose of informing the Premier (s.28).

Exemptions to Principle 12:

- Where the Force's disclosure is reasonably necessary in order to investigate an offence where there are reasonable grounds to believe an offence has been committed (s.23).
- Where the Police Force's disclosure is in relation to its operational and law enforcement functions and activities (s.27). Where the Force is lawfully authorised or required not to comply or non-compliance is otherwise permitted or reasonably contemplated under any Act or law (s.25).
- Where the individual expressly consents to the Force's disclosure (s.26).
- Where the Force's disclosure is to the Police Minister for the purpose of informing the Minister about a matter under the Minister's administration, or the Force's disclosure to an agency administered by the Premier for the purpose of informing the Premier (s.28).

13. Documents held by the N.S.W. Police Force

13.1 Many of the documents held by the Force are for use throughout the state whilst others are designed specifically for Headquarters, Region and Local Area Command use.

13.2 The Force maintains its Corporate Records on the Tower Records and Information Management system (TRIM). This system records a wide range of files which form the

working documents for the Force's administration and policy development functions and general correspondence.

13.3 Policy files no longer in current use are transferred to the Records and Information Processing Services in Police Headquarters and subsequently transported to the Archives Authority of N.S.W. for permanent retention.

13.4 The Police Force holds a range of other information, some of which includes information which falls within the definition of 'personal information' under the PPIP Act. Examples of personnel and administrative records held by the Police Force include:

- Medical assessment records;
- Attendance and leave records;
- Recruitment, appeals, promotion and transfer records;
- Personal employee files and service records;
- Staff registers;
- Counselling and discipline records;
- Performance management and evaluation records;
- Training records for incremental purposes;
- Occupational health and safety and workers compensation records;
- Records of race, sex, marital status and impairments of employees for equal employment opportunity purposes;
- Vehicle usage;
- Telephone extension records;
- Network and electronic mail records;
- Stored electronic mail messages.

13.5 Other well defined and formalised record keeping systems include the Insurance Services Unit, Field Services, Criminal Records Unit, Warrant Index Unit, Property Management System, Firearms Registry (which maintains the Integrated Licensing System), and the Security Industry Registry which is responsible for maintaining a register for persons licensed under Commercial Agents and Private Inquiry Agents Act 1963.

14. Release of Information - Existing Police Force Schemes

A number of schemes administered by the NSW Police Force provide for the release of documents to members of the public.

These schemes include:

Stolen Vehicles Index - The Stolen Vehicles Index validates and/or confirms the report of theft or recovery of a stolen motor vehicle. Documentation released in connection with stolen motor vehicles is a computer generated copy of the Police stolen/recovered vehicle record.

This information is supplied to the owner of the stolen vehicle, the Insurance Company/Firm and Loss Assessors acting on behalf of the interested Insurance Company/Form. All applications are processed by the Insurance Services Unit, Police Headquarters Locked Bag 5102 Parramatta 2124. An application fee applies.

Insurance Services Unit - The insurance Services Unit provides an information service on all Police incident and motor vehicle reports. This information is supplied, upon written application, to Insurance Companies/Firms, Loss Assessors acting on behalf of Insurance Companies/Firms and owners of property or victims of crime where the incident has been reported to Police. Applications may be made to the Insurance Services Unit, Locked bag 5102, Parramatta 2124. A fee is applicable with each application.

Warrant Unit - The Warrant Unit supplies information to interested parties concerning warrants. The information supplied is limited to the number, value and court details that are recorded on outstanding warrants. The information is supplied on receipt of written application from:

- a) persons nominating that they have outstanding warrants and supplying information to confirm their identity e.g. date of birth, address etc.
- b) Solicitors on behalf of their clients.
- c) Authorities for whom warrants have been issued. This information is limited to the status of any outstanding warrants.

Applications may be made to the Warrant Index Unit, Locked Bag 5102, Parramatta, 2124. There is no charge imposed for this service.

Security Industry registry – The Security Industry Registry is responsible for maintaining registers for persons who are licensed under the Commercial Agents and Private Inquiry Agents Act 2004 and the Security Industry Act 1997. The Registers are maintained in regard to the licence status of individuals concerning:-

- CAPI Mater licence holders
- CAPI Operator Licence Holders
- Master Security Licences
- Operator Security Licences

Both registers can be viewed online at the NSW Police Force website.

Legal Compliance Unit, Legal Services – Applications under the Freedom of Information Act 1989 for access to the Force's documents are dealt with centrally by the Legal Compliance Unit of Legal Services. Requests should be on the appropriate form (available from N.S.W. Police Force, Police Headquarters Building and Police Stations), be accompanied by the appropriate fee and provide adequate information to identify the requested papers.

Requests for access to documents held by N.S.W. Police Service should be directed to the Coordinator FOI Unit. Legal Compliance Unit, Legal Services, NSW Police Force, Locked Bag 5102, Parramatta 2124.