

Privacy Policy Review

Strategic Alignment - Our Corporation

Public

Tuesday, 16 September 2025
City Finance and Governance
Committee

Program Contact:
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Approving Officer:
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EXECUTIVE SUMMARY

The purpose of the report is to seek the adoption of the updated Privacy Policy (the Policy).

The Policy establishes the Privacy Governance Framework (the Framework) for the practices and procedures for the City of Adelaide (the CoA) in relation to the collection, use, storage and disclosure of personal information.

Council adopted the current Policy in March 2016 with minor amendments in February 2019, October 2021 and July 2022.

A review of the Policy was completed following the conclusion of the Data Protection and Privacy Internal Audit (May 2024), which highlighted several areas for improvement, including the need to improve and streamline the Framework.

As part of the review, the Policy was shared across CoA business units and tested against key functions, including the Pay by Plate system. An independent legal review was also undertaken to confirm that the Policy is fit for purpose and compliant with the *Privacy Act 1998* (Cth).

The Policy was presented to the Audit and Risk Committee at its meeting on 15 August 2025 with feedback provided and incorporated in the updated Policy.

The current Policy is provided at [Link 1](#). A version of the proposed Privacy Policy with changes tracked is shown in [Link 2](#), and a clean version is shown in **Attachment A**.

RECOMMENDATION

The following recommendation will be presented to Council on 23 September 2025 for consideration

THAT THE CITY FINANCE AND GOVERNANCE COMMITTEE RECOMMENDS TO COUNCIL
THAT COUNCIL

1. Adopts the Privacy Policy as contained in Attachment A to Item 7.2 on the Agenda for the meeting of the City Finance and Governance Committee held on 16 September 2025.
 2. Authorises the Chief Executive Officer (or delegate) to make minor, typographical, syntactical and technical updates to the Privacy Policy as contained in Attachment A to Item 7.2 on the Agenda for the meeting of the City Finance and Governance Committee held on 16 September 2025 to finalise the document.
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IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	Strategic Alignment – Our Corporation Create, maintain and integrate plans and policies that reflect, and guide decision making and support our city and our community to thrive.
Policy	This report proposes an update to the Privacy Policy, following the Data Protection and Privacy Internal Audit.
Consultation	Feedback received from the Audit & Risk Committee.
Resource	Not as a result of this report
Risk / Legal / Legislative	A fulsome review of the existing policy was completed following the conclusion of the Data Protection and Privacy Internal Audit in May 2024. The review included testing the Policy against practical examples.
Opportunities	Not as a result of this report
25/26 Budget Allocation	Not as a result of this report
Proposed 26/27 Budget Allocation	Not as a result of this report
Life of Project, Service, Initiative or (Expectancy of) Asset	Not as a result of this report
25/26 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	Not as a result of this report
Other Funding Sources	Not as a result of this report

DISCUSSION

Background

1. The Privacy Policy (the Policy) establishes the Privacy Governance Framework (the Framework) for the practices and procedures of the City of Adelaide (the CoA) in relation to the collection, use, storage and disclosure of personal information.
2. Council adopted the current Policy in March 2016, with minor amendments made in February 2019, October 2021, and July 2022 (current policy at [Link 1](#)).
3. Notably, the *Privacy Act 1998* (Cth) (the Privacy Act) does not apply to the CoA or any other South Australian Council, however, it is the intention of the CoA that its policies and practices in relation to privacy should be, so far as is reasonably practicable, consistent with the Privacy Principles set out in the Privacy Act, reflecting a best practice approach.
4. The CoA is, however, bound by the *Privacy (Tax File Number) Rule 2015* issued under the Privacy Act. This Ruling requires an organisation in possession or control of a record that contains TFN information to protect that information as it relates to individuals.
5. A review of the Policy was completed following the conclusion of the Data Protection and Privacy Internal Audit (May 2024), which highlighted several areas for improvement, including the need to improve and streamline the Framework.
6. As part of the review, the Policy was shared across CoA business units and tested against key functions, including the Pay by Plate system. An independent legal review was also undertaken to confirm that the Policy is fit for purpose and compliant with the Privacy Act. At its meeting on 15 August 2025, the Audit and Risk Committee reviewed the Policy and provided the following feedback to Administration:
 - 6.1 Includes and responds to the privacy principles as set out in the *Privacy Act 1988* (Cth) (the Privacy Act), within the Policy;
 - 6.2 Ensures the emerging privacy considerations relating to the use of AI are appropriately addressed; and
 - 6.3 Develops, implements and maintains an updated training module for staff on their obligations under the revised Policy.
7. The Privacy Act contains 13 privacy principles that have been incorporated into the Policy in response to the Audit and Risk Committee's feedback.
8. Staff undertake internal training on the Privacy Policy through the "Good Governance" training module. The module will be reviewed to ensure it adequately addresses staff obligations under the revised Policy. Staff are required to complete this training module upon commencement of employment with CoA and every two years thereafter.
9. Consistent with a previous resolution of Council, the considerations surrounding the use of AI will remain an ongoing area of work that Administration will continue to develop in consultation with Council Members. Upon completion, the Privacy Policy will be updated to reflect best practice.

Privacy Policy

10. It is proposed that the Policy be scheduled for review every four years, aligned with the Council term, unless earlier review is required due to legislative or operational changes. A desktop review will be conducted annually.
11. The main amendments to the Policy are as follows:
 - 11.1. Inclusion of the Privacy Governance Framework;
 - 11.2. Inclusion of the Privacy Act privacy principles;
 - 11.3. Definition of Roles and Responsibilities for CoA staff; and
 - 11.4. Appointment of the Associate Director, Governance & Strategy, as the Privacy Officer.

12. A table outlining the changes and corresponding explanations is provided below.

Privacy Policy (2025) table of Key Changes and Explanations

No.	Page	Item	Explanation
1	1	Statement	<p>Inclusion of the Privacy Governance Approach which provides guidance and help local government agencies to comply by -</p> <ul style="list-style-type: none"> • understanding of privacy risks and opportunities • addressing roles and responsibilities • maintaining the interests of the individual • embedding a proactive approach • implementing robust personal information lifecycles • prompt notification of eligible data breaches • ensuring up-to-date privacy policies and procedures • ensuring there is privacy by default and a transparent and open governance approach • embedding a culture of protecting personal information
2	2	Statement	<p>Roles and Responsibilities –</p> <ul style="list-style-type: none"> • key functions within Council • appointment of a Privacy Officer (Associate Director Governance & Strategy)
3	3	Statement	<p>Collection of Personal Information –</p> <ul style="list-style-type: none"> • CoA will take reasonable steps to inform the individual whose personal information it collects.
4	4	Statement	<p>Collection of Sensitive Information -</p> <ul style="list-style-type: none"> • removal of COVID-19 vaccination status and proof of vaccinations requirements • insertion of information that is considered sensitive information about individuals
5	6	Statement	<p>Disclosure to Third Parties –</p> <ul style="list-style-type: none"> • removal of paragraph stating where the third-party provider is not subject to provisions of the Privacy Act
6	8	Statement	<p>Privacy Impact Assessment Methodology –</p> <ul style="list-style-type: none"> • inclusion of steps to follow in identifying risks to privacy and develop appropriate solutions.
7	9	Statement	<p>Freedom of Information –</p> <ul style="list-style-type: none"> • removed as a sub-heading as already included in Access to Personal Information.
		Overall	Other changes relate to the format of the report.

13. The updated Policy showing tracked changes is at [Link 2](#), with a clean copy of the Policy provided as **Attachment A**.

DATA AND SUPPORTING INFORMATION

Link 1 – Current Privacy Policy

Link 2 – Privacy Policy – Tracked changes

ATTACHMENTS

Attachment A – Privacy Policy – no tracked changes

- END OF REPORT -