



# Privacy & the public sector

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New Zealand Government

**“Trust and confidence are earned, not given”**

## Role & vision

- Created to encourage enhanced privacy process, practice and capability across government
- A clear signal that privacy is central to government information management practice and a bedrock of service transformation

### Vision

- The New Zealand Government is a trusted custodian of citizens’ personal information
- We collect and protect this information to provide better public services.



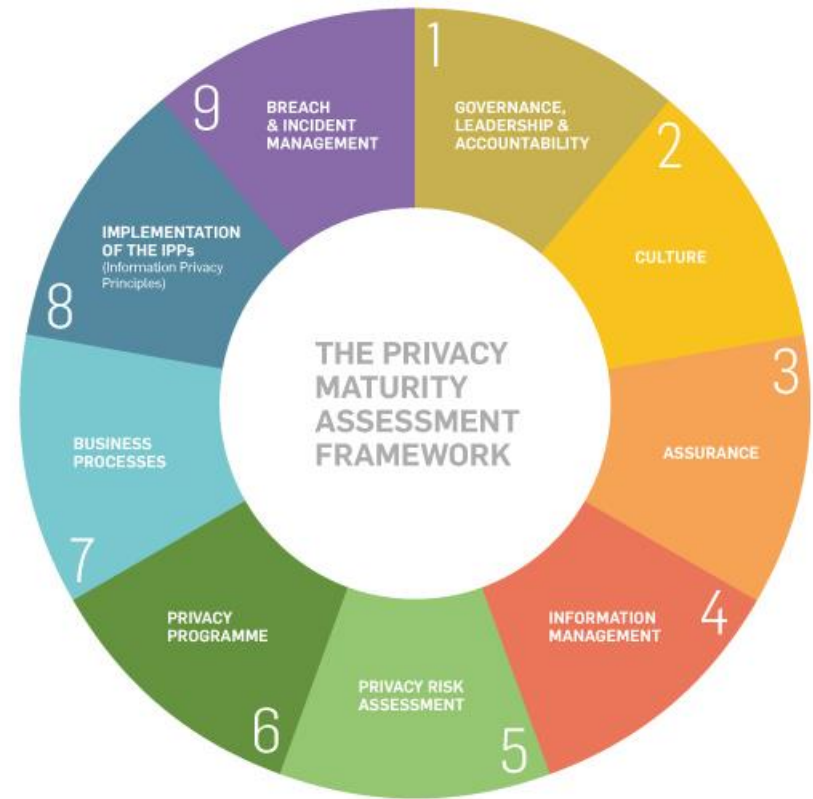
# Our approach

- It's all about public value
- Trust and confidence
- Citizen-centred services
- Good practice in privacy and security
- Privacy is not a goal in and of itself.



# What we've done

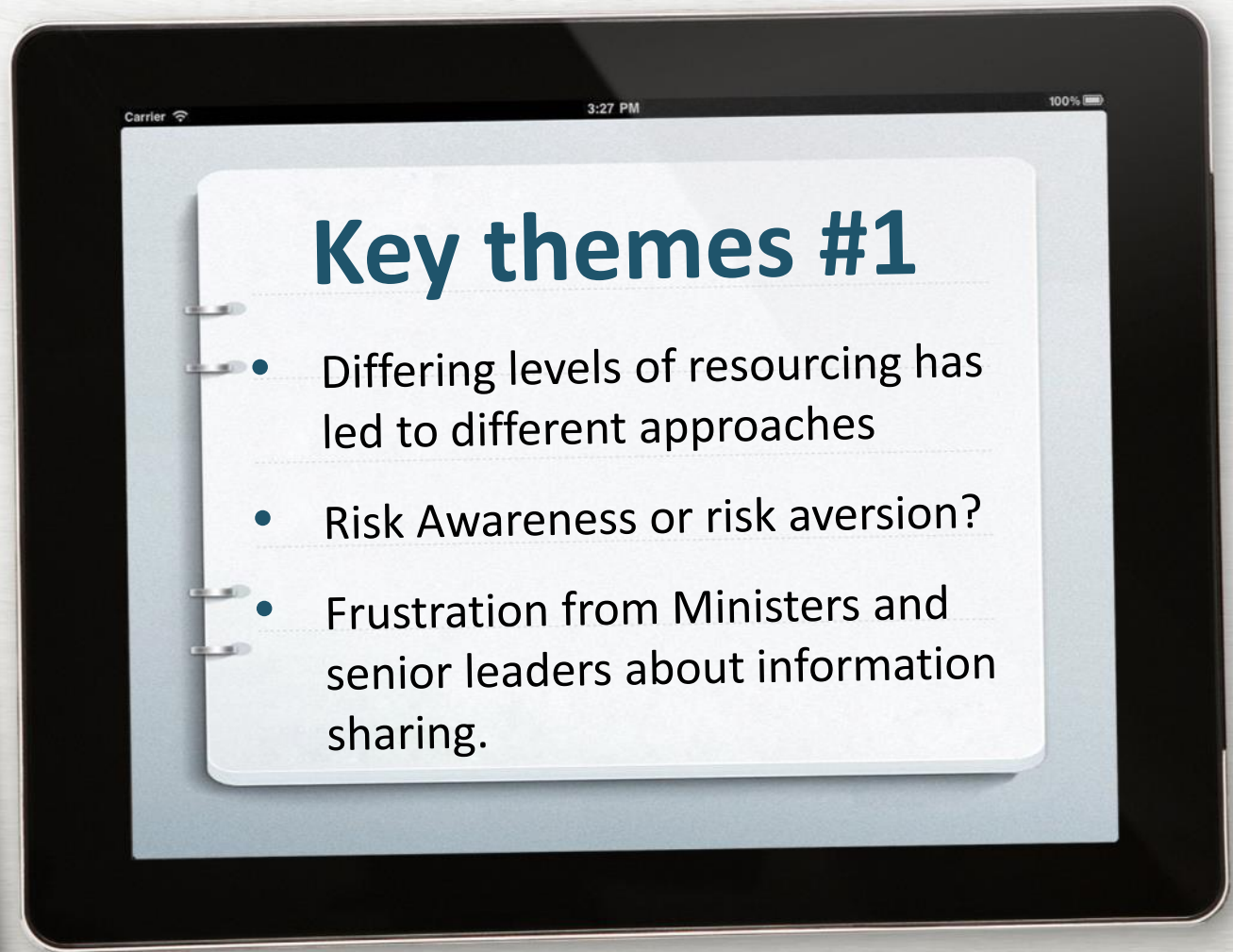
- Set expectations of Chief Executives
- Established and promoted a privacy maturity framework.





## What we've done

- Face-to-face meetings with DCEs of 42 agencies
- Regular meetings with privacy officers
- Privacy Leadership Forum
- Tools, resources and guidance.



# Key themes #1

- Differing levels of resourcing has led to different approaches
- Risk Awareness or risk aversion?
- Frustration from Ministers and senior leaders about information sharing.



## Key themes #2

- Pleas for guidance on:
  - how to approach privacy issues
  - comparator agency activities
- Better management of incidents
- Public sector influencing private sector privacy responses.

# What works?





# What we've seen

- Most agencies have executive oversight of privacy
- Many agencies appointing dedicated privacy resource
- Some have a stand-alone privacy strategy, others are building privacy into information or risk management processes.



# Our focus

- Helping agencies move from compliance to privacy by design
- Mid-sized, medium and low risk agencies without a dedicated privacy resource
- Collaboration with the Office of the Privacy Commissioner – especially training programmes and collateral
- Working with OPC, Justice and DIA on impediments to information sharing and how we might assist
- Support for operationalising amendments to Privacy Act.



# What next?

- Calibrate effort to date:  
too much? too little?  
About right?
- Keep talking to agencies  
to ensure they have the  
right level of resources
- Provide assurance  
through agency self-  
assessments.



**Questions?**

**Thank You**

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