



IIS training capability

An effective privacy response requires the right people well skilled in privacy issues, privacy law and privacy tools. With these building blocks in place organisations can run an effective privacy compliance program, assess the privacy implications of a new product and most importantly build and maintain customer or citizen trust.

IIS can assist at all stages of organisations' privacy response. This may include awareness raising, compliance training or skills development, for example in drafting privacy policies or conducting privacy impact assessments. It may also include assisting organisations with decisions about how to manage privacy, including where the roles should sit within an organisation's structure, and what staffing resources are needed.

IIS provides

- information sessions for executives,
- support and/or training for an organisation's privacy team
- tailored training for staff with specific privacy responsibilities
- all staff privacy awareness training.

IIS brings a strong practical focus to its training. It tailors its training and presentations based on identified needs so that the material is relevant and the presentation style suits the audience. In planning and presenting training activities IIS draws on its depth of experience in:

- developing privacy policy and administering privacy law;
- providing advice, strategy and thought leadership in Australia and overseas; and
- undertaking privacy impact assessments.

Recent training IIS has conducted:

- National E-Health Transition Authority – privacy awareness raising for operational staff
- Australian National Audit Office – presentation to senior executives on measuring regulator performance;
- Australian Government Management Information Office – assistance to staff in building privacy aspects into a Request For Tender;
- Government Privacy Contact Officers - workshop on conducting privacy impact assessments;

- Hong Kong Office of the Data Protection Commissioner – privacy awareness and complaint handling workshop for the staff;
- United Kingdom Office of the Information Commissioner – review of office operations;
- International seminars and conferences.

Steps to trusted information handling practices

