Privacy Impact Assessment (PIA) Register

Introduction

The *Privacy (Australian Government Agencies – Governance) APP* Code *2017* (Cth) (the APP Code) requires the National Gallery of Australia (the Gallery) to conduct a Privacy Impact Assessment (PIA) on all high privacy risk projects.

A project may be a high privacy risk project if the Gallery considers that the project involves any new or changed ways of handling personal information that are likely to have a significant impact on the privacy of individuals.

The Gallery is also required to conduct a PIA if directed to do so by the Office of the Australian Information Commissioner (OAIC).

The Gallery is required to maintain a register of all PIAs it conducts and must publish that register, or a version of that register, on its website. This following PIA register is published in full compliance with the APP Code requirements.

Privacy Impact Assessments Undertaken

The Gallery has undertaken the following PIAs:

Title of project	Short description of project	Date the PIA was finalised
Art IRL, After Hour Events	The project aims to engage young audiences through exclusive after- hours events. The events will run 3 times across each calendar year, with each event acting as a standalone feature event.	14 November 2019
Better Impact Volunteer Management System	Replacement of failing Voluntary Guides Roster system.	20 December 2019
Direct SMS	To communicate via SMS with consenting Gallery staff and contractors during Emergency Response and Business Interruption Events.	15 March 2020
Matterpoint Virtual Tours	The project aims to open new channels for online access to the Gallery's Collection.	16 April 2020

Title of project	Short description of project	Date the PIA was finalised
OSCAR - Customer Relationship Management and Ticketing System Consolidation Project	The Gallery is proposing to use Tessitura as its Customer Relationship Management (CRM) System. Additional components will include ticketing (online and onsite) integrated electronic mail marketing and eftpos/payment gateway integration. In total, this implementation will roll functions from 12 systems/services into 3 new systems/services.	24 August 2020
Done Safe	This PIA was a privacy 'health check' on the Gallery's current use of a software-as-a-service solution to capture information about work health and safety incidents, hazards and near misses.	29 June 2022
Wordfly	This PIA was a privacy 'health check' on the Gallery's use of 'Wordfly' to send eDMs to the public and manage the responses on the Gallery's behalf	29 August 2022
Aurion	The project involves the change from a partially outsourced to a fully outsourced payroll solution through Aurion.	27 September 2022

This register was reviewed and updated on 5 June 2024.

Other resources

National Gallery of Australia Privacy Policy