Office of the Privacy Commissioner

KPI TREND REPORT - October 2020

Prepared 23 November 2020

The figures above have been compiled from information provided to us. The compilation of figures has not involved the verification of the information.
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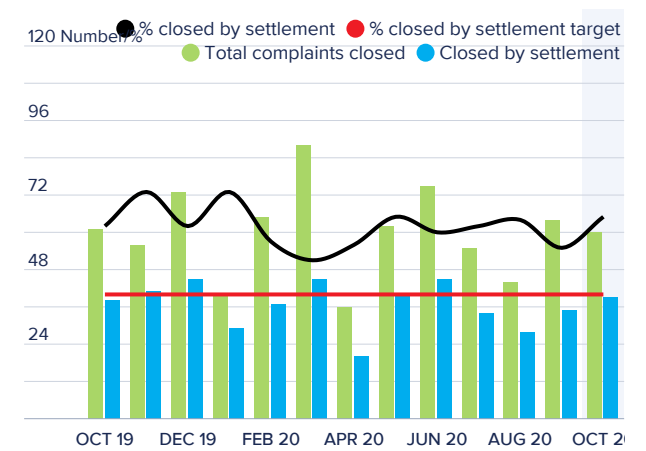
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Complaints received
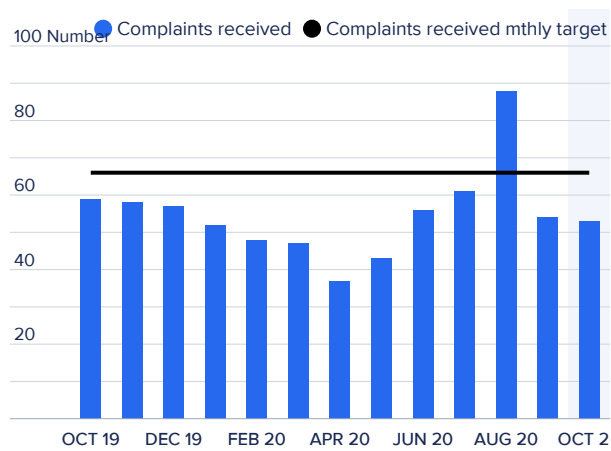
To show the trend in complaints received on a monthly basis across the year.
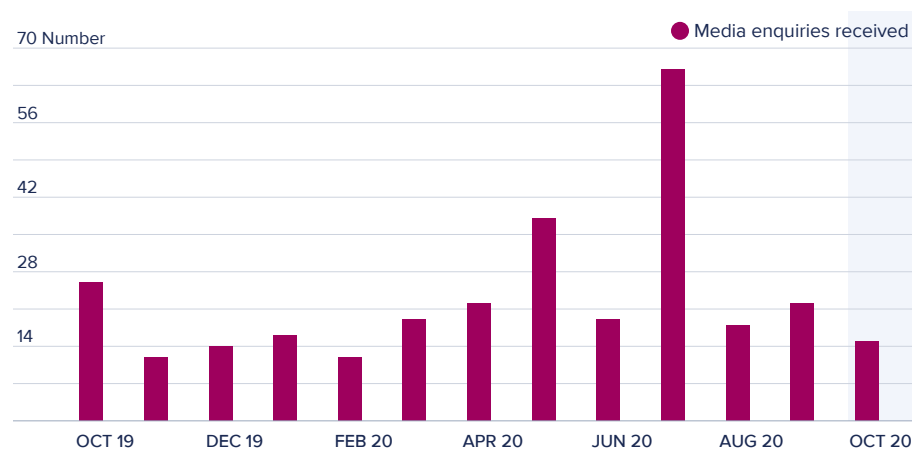
% complaints greater than 6 mths old
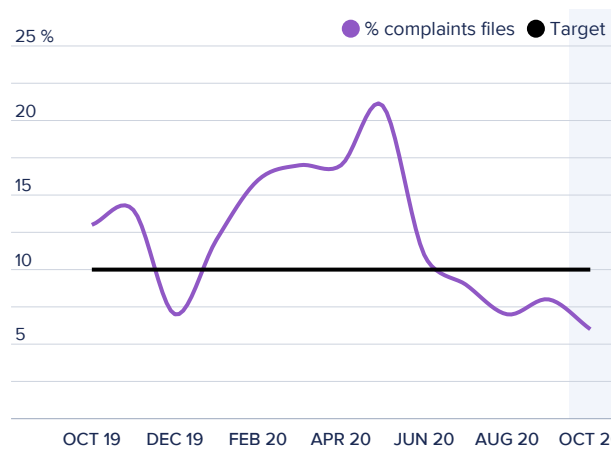
To show the % of complaints work in progress greater than 6 months old against target.
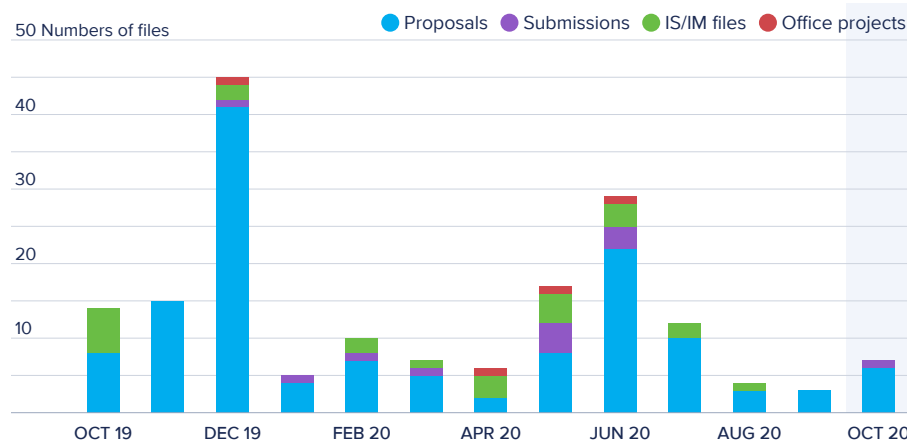
Closure through settlement

To show the number and % of files closed through settlement between the parties.
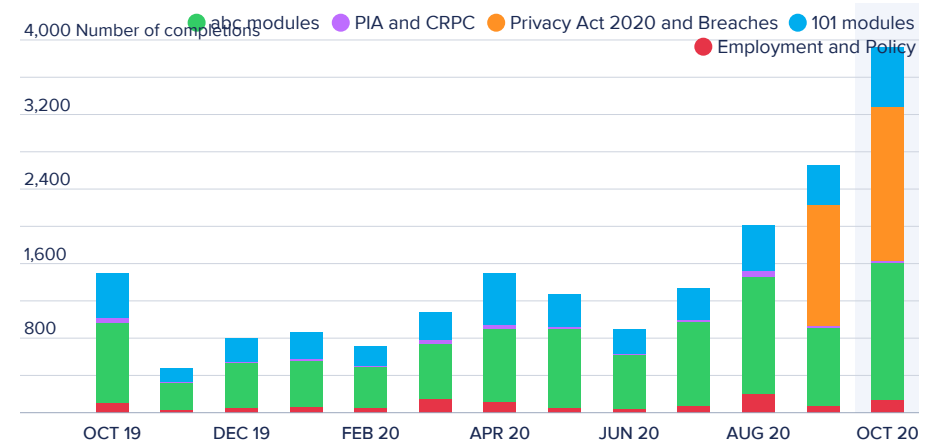
Media Enquiries received

To show the number of media enquiries by month.

Policy files closed by category

Numbers of files

Legend: Proposals · Submissions · IS/IM files · Office projects

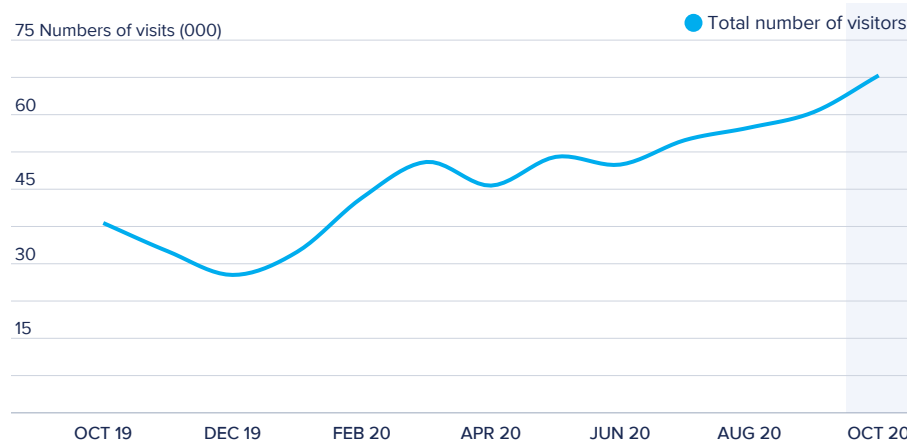X-axis: OCT 19, DEC 19, FEB 20, APR 20, JUN 20, AUG 20, OCT 20

To show the number of policy files that have been completed during the month.
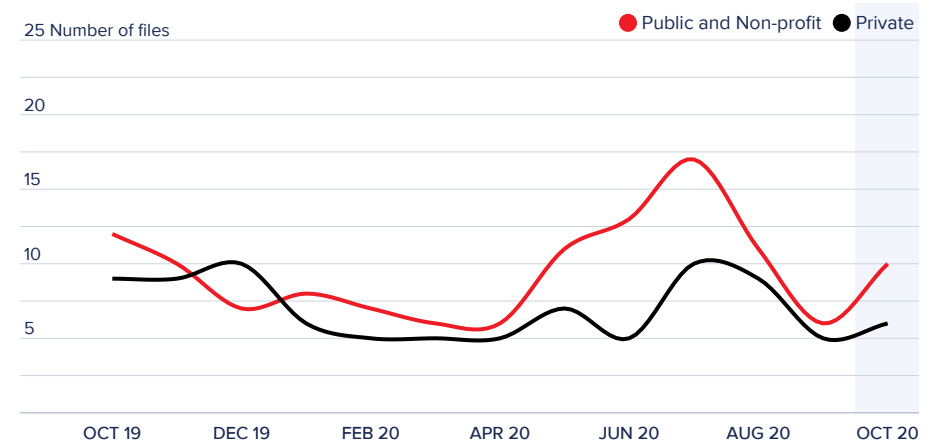The categorisation of these is as per the SPE.

On-line module completions

Number of completions

Legend: abc modules · PIA and CRPC · Privacy Act 2020 and Breaches · 101 modules · Employment and Policy

X-axis: OCT 19, DEC 19, FEB 20, APR 20, JUN 20, AUG 20, OCT 20

Number of monthly completions of e-learning modules.

Visits to the website

Numbers of visits (000)

Legend: Total number of visitors

X-axis: OCT 19, DEC 19, FEB 20, APR 20, JUN 20, AUG 20, OCT 20

To show the number of visitors to the website on a monthly basis over the past 12 months.

Breach notifications

Number of files

Legend: Public and Non-profit · Private

X-axis: OCT 19, DEC 19, FEB 20, APR 20, JUN 20, AUG 20, OCT 20

This shows the trend in breach notifications relating to public, non-profit and private entities.