**PRIVACY AND CONFIDENTIALITY**

1. **Purpose**
2. **Scope**
3. **Procedures**
4. **Measurement**
5. **Acknowledgements**
6. **Related policies or documents**

**1. PURPOSE**

The Board of the \*\*\*\*\*\*\* is committed to protecting the privacy of information which the organisation collects, holds and administers.

The \*\*\*\*\*\*\* recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

The \*\*\*\*\*\*\* is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

The \*\*\*\*\*\*\* will:

* Collect only information which the organisation requires for its primary function.
* Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered.
* Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person’s consent.
* Store personal information securely, protecting it from unauthorised access.
* Provide stakeholders with access to their own information, and the right to seek its correction.

**2. SCOPE**

All staff, Board and members of the \*\*\*\*\*\*\*

**3. PROCEDURES**

**Collection**

The \*\*\*\*\*\*\* will:

* Only collect information that is necessary for the performance and primary function of the \*\*\*\*\*\*\*.
* Notify stakeholders about why we collect the information and how it is administered.
* Notify stakeholders that this information is accessible to them.

**Use and Disclosure**

The \*\*\*\*\*\*\* will:

* Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
* For other uses, the \*\*\*\*\*\*\* will obtain consent from the affected person.

**Data Quality**

The \*\*\*\*\*\*\* will:

* Take reasonable steps to ensure the information the organisation collects is accurate, complete, up to date, and relevant to the functions we perform.

**Data Security and Retention**

The \*\*\*\*\*\*\* will:

* Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
* Only destroy records in accordance with the organisation’s Records Management Policy.

**Transparency**

The \*\*\*\*\*\*\* will:

* Ensure stakeholders are aware of the \*\*\*\*\*\*\*’s Privacy Policy and its purposes.
* Make this information freely available in relevant publications and on the organisation’s website.

**Access and Correction**

The \*\*\*\*\*\*\* will:

* Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

**Anonymity**

The \*\*\*\*\*\*\* will:

* Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.

**Making information available to other organisations**

The \*\*\*\*\*\*\* can:

* Only release information about a person with that person’s express permission. For personal information to be released, the person concerned must sign a release form.
* Release information to third parties where it is requested by the person concerned.

The release of requested information that is not available on the \*\*\*\*\*\*\* website or in other publications will be decided within the guidelines of the relevant legislation, taking into consideration factors relating to public interest, exemptions and privacy.

**Organisational and staff information**

All Board, staff and volunteers will be required to sign a confidentiality agreement in relation to information gained due to their involvement in the \*\*\*\*\*\*\*.

Staff and volunteers will be given relevant training and induction in relation to privacy and confidentiality.

The Privacy Policy will be included in Induction kits for staff and Board.

Staff, Board, volunteers, students or contractors will not give any staff details, including address and phone numbers to any consumer or other organisation unless with prior consent.

Staff, Board, volunteers, students or contractors will not discuss with people outside the organisation information concerning the financial and confidential arrangements of the organisation.

**Breaches of Policy**

The Board shall be notified of any breach of this policy as soon as possible.

The Board may decide to handle such a breach in any of the following ways.

|  |  |
| --- | --- |
| If the breach involves: | Deal with |
| a Board member | In accordance with the Discipline of Members under the Constitution (leading to the members possible expulsion from the Association). |
| a staff member | In accordance with the Staff Disciplinary Process. |
| a staff member and is deemed gross misconduct | Via instant dismissal. |
| a student or volunteer | The CEO in consultation with the Board, may decide to terminate their involvement with the \*\*\*\*\*\*\*. |

The matter may be handled via the Conflict Resolution process.

**4. MEASUREMENT**

Breaches of policy.

**5. ACKNOWLEDGEMENTS**

Our Community <https://www.ourcommunity.com.au/>

**6. RELATED POLICIES AND DOCUMENTS**

Commonwealth Privacy Act 1988.

Government Information (Public Access) Act 2009 No 52.

Conflict Resolution Policy.

Privacy and Personal Information Protection Act 1998 (NSW).

Records & Archive Policy.

Board Induction Policy.

Staff Induction Policy.

Staff Performance Management Policy.

Confidentiality Agreement.

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| Date adopted: October 2013  Date of last review: October 2013  Date for next review: October 2016 | **Standards**  Community Care 1.1, 1.2, 1.3, 1.5, 1.7, 3.2 Community Services 1.1, 1.2, 1.3, 2.1, 2.2, 2.3  Disability Service Standards 6.1, 6.2 |