

## POLICY & PROCEDURAL STATEMENTS

**Topic:** Privacy and Confidentiality

**Purpose** The purpose of this privacy policy is to:

- clearly communicate the personal information handling practices of Avenue Neighbourhood House @ Eley (ANH@E)
- give staff, volunteers and participants a better understanding of the sort of personal information that ANH@E collects and holds,
- enhance the transparency of ANH@E 's operations, and
- ensure that ANH@E meets all contractual and legislative requirements relating to the collection and retention of staff, student and volunteers' information

ANH@E is bound by the following legislations:

- Privacy Act 2001 (Victoria)
- Commonwealth Privacy Act 1998
- Victorian Information Privacy Act 2000
- Victorian Health Records Act 2001
- Australian Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (issued March 2014)

Avenue Neighbourhood House @ Eley is committed to protecting the privacy of personal information which the organisation collects, holds and administers as required by regulatory and funding bodies which ANH@E is contracted to. Personal information is information which directly or indirectly identifies a person.

### **Data Collection**

As a Neighbourhood House and a Registered Training Organisation, ANH@E collects information from individuals for the purpose of carrying out the role of providing education programs, social /recreational programs, childcare and volunteer activities.

ANH@E will only collect personal information that is required for employment or service provision, or in meeting government contractual and reporting requirements.

Participants have the right not to provide personal information. However, if an individual declines to provide personal information, ANH@E may not be able to enrol, employ or provide a service to that person.

Personal information is collected predominately through the enrolment processes. Information about an individual's health may also be requested to assist that person in the program of their choice or to facilitate emergency / first aid procedures whilst the person is in the care of House staff.

Individuals who become members of Avenue Neighbourhood House@ Eley provide identity information which is recorded on the ANH@E members register. Members of the Committee of Management are required to provide information for the purposes of operating as the governing body of a Registered Training Organisation (RTO).

## **Use and disclosure of personal information**

Avenue Neighbourhood House @ Eley will make every effort to ensure that personal information remains confidential and secure and is only used for the primary purposes outlined in this policy.

ANH@E will not disclose, reveal, sell, share or pass personal information onto a third party, without individual's expressed permission. ANH@E does not sell its mailing list to third parties for marketing purposes.

Only personal information required to comply with legal and contractual requirements/obligations will be passed to third parties and at no time will ANH@E disclose any personal information to overseas recipients.

Third party

- Victorian Registration & Qualifications (VRQA)
- Department of Education and Training
- Department of Health & Human Services
- National Centre for Vocational Educational Research (NCVER)

## **Exemptions**

ANH@E may disclose personal information to law enforcement authorities when required or authorised under an Australian law or a court/tribunal order, or where it is reasonable to do so if there has been a threat to life or ANH@E believes a criminal act or unlawful activity has been committed. ANH@E may also disclose information if a permitted health condition exists or a health condition eventuates that may require emergency medical care.

## **Direct Marketing**

ANH@E does not sell its mailing lists to third parties for marketing purposes. From time to time ANH@E may contact participants regarding events and/or activities, permission for this will be sought at enrolment.

ANH@E may use client testimonials but they will not identify participants or staff by name unless permission has been given.

Anybody receiving information from ANH@E in error or who does not wish to receive such information, can contact ANH@E in writing and request to have their name removed from mailing lists.

## **Government related identifiers**

ANH@E may also need to collect government related identifiers, such as a Medicare Card Number, Unique Student Identification Numbers (USIs), Passport details, Birth Certificates or a Drivers Licence in order to fulfil our obligations under Federal & State Law in the conduct of our operations as an RTO and Neighbourhood House.

## **Management of personal information**

ANH@E endeavours to ensure all personal information is accurate, up to date, complete and relevant. ANH@E will as a matter of course, routinely update personal information in student files, enrolment forms, membership database, staff files and student management system.

### **Retention and disposal of information and information security**

Participant, staff and volunteer personal information is held at ANH@E in both electronic and paper format. ANH@E takes all reasonable steps to protect personal information from misuse, loss and from unauthorized access or disclosure.

Information will be secured in locked filing cabinets and locked offices. Electronic records are protected by applying password protection on the central electronic filing system. Back-up data is encrypted so it is inaccessible by third parties.

Information that is deemed to be no longer required will be destroyed (by shredding) or permanently deleted. Some information is required to be stored securely for 30 years under Federal and State Government Department requirements. In these circumstances, hard copy personal information will be archived and secured on site in a locked archive room.

### **Paper records will be**

- Kept out of public view
- Removed from desks when not in use
- Kept in a locked filing system
- Sensitive information kept separate from general files
- Personal files will not be removed from the premises.
- Disposed of by shredding

### **Electronic Records**

- Computer screens out of public view
- Access privileges assigned according to job function
- Disks / CDs kept secure
- Files deleted when no longer required
- Anti-virus software up to date
- Backup disks stored securely

### **Emails**

- Staff must be aware that emails that are sent and received may be accessed by others
- Clients names not placed in subject bar
- Highly confidential information not to be sent by emails

### **Phone**

- Care taken to avoid conversations being overheard
- Verification of a caller's authority to request information received before information disclosed over the phone

### **Conversation**

- All conversations regarding participants/students to be confidential and held in a non-public area

### **Fax**

- Machine to be located away from public view
- Personal information only faxed with the consent of the person the information is about, or if urgently required
- Warning placed on a fax cover sheet that the information is for the named recipient only
- Cover sheet includes a request to contact the sender if fax has been misdirected
- Fax destination numbers confirmed
- Faxes collected immediately

### **Printers and Copiers**

- Located in a secure area
- Records will only be copied when authorized and essential
- Printing of a sensitive nature will be collected immediately

### **Complaints**

If a participant, staff member or volunteer has a complaint or concern about the way ANH@E has managed or is managing personal information, the process outlined in ANH@E's Complaints & Appeals Policy must be followed.

### **Privacy Statements**

Privacy Statements will be included on enrolment forms in accordance with Department of Education & Training contractual requirements and will need to be signed by the enrollee.

### **Access to Information**

Participants, staff and Volunteers can request access to their personal information at any time. ANH@E does not charge a fee for accessing or correcting personal data. Request must be made in writing and individuals will be required to supply proof of identification documents.