

<b>Policy Title:</b>	Privacy		
<b>Owned by:</b>	Chief Executive Officer	<b>Adopted on:</b>	August 2015
<b>Responsibility:</b>	Leadership Group	<b>Review Date:</b>	August 2017

## Policy Statement

South East Community Links is committed to protecting the privacy of personal information which the organisation collects, holds, discloses and administers. Personal information, including sensitive information, is that which directly or indirectly identifies a person.

South East Community Links collects and administers a range of personal information for the purposes of:

- Delivering services to meet the needs of clients
- Employing staff
- Recruiting volunteers
- Providing student placements

South East Community Links recognises the essential right of individuals to have their information administered in ways which they would reasonably expect, both protected and accessible to them.

South East Community Links is bound by Victorian and Australian Privacy Principles (APPs) and the Privacy Act 1988 (Cth) which impose specific obligations in relation to handling information.

This means that SCAAB:

- Collects, with consent, only such solicited personal information which may include sensitive information, as the organisation requires for its primary functions;
- Will provide individuals with the option of not identifying themselves or using a pseudonym where lawful and practicable;
- Will not adopt, use or disclose a government related identifier of an individual unless an exception applies;
- Ensures that individuals are informed as to why the information is collected and how the information gathered is administered;
- Uses or discloses personal information only for the organisation's primary functions or a directly related purpose, or for another purpose with the individual's consent;
- Stores personal information securely, protecting it from unauthorised access, modification, disclosure, misuse, interference and loss;
- Provides individuals with access, on request, to their own information, and the right to seek its correction;
- Takes reasonable steps to ensure personal information is destroyed or de-identified when it is no longer needed.
- Will not disclose personal information to an overseas recipient without the informed consent of the individual.

Note: As of 31/01/2013 the National Archives Australia imposed a freeze on disposal of any records relating to child sexual abuse (child defined as less than 18 years of age). This may include files of children and adults.

Clients may access their personal information and, if necessary, seek corrections by contacting the Service Manager or Coordinator as indicated below.

In the event of a suspected or actual breach of the Australian Privacy Principles, individuals can contact the Chief Executive Officer or Service Manager, as indicated below, for information about how to make a complaint and how it will be addressed.

This policy must be read and administered in conjunction with the Privacy Procedures and Privacy in Practice Flow Chart and the Client File Standard

**Responsibility:**

The organisation's Board, Leadership Team, Coordinators and all staff, contractors, partners, volunteers and students are responsible for implementing the Privacy Policy and Procedures and any additional responsibilities in relation to client privacy as outlined in the Board Code of Conduct, Staff, Co-located Worker and Contractor's Code of Conduct and the Volunteers Code of Conduct.

**To contact South East Community Links at Springvale phone 9546 5255**

**To contact Youth Links at Noble Park phone 9547 0511**

**Letters can be sent to PO Box 312, Springvale, VIC 3171**

## **Related legislation, policies and procedures**

- Human Rights Charter
- Health Records Act (Vic)
- Information Privacy Act (Vic)
- Privacy Act 1988 (Cth)
- Privacy Amendment Act (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles
- NAA Notice of Disposal Freeze responses to child sexual abuse
- Staff, Contractors and Co-located Workers Code of Conduct
- Volunteers Code of Conduct
- Board of Directors Code of Conduct
- Department of Immigration and Citizenship Deed of Confidentiality
- Client File Standard
- Complaints Policy
- Complaints External Procedure
- Records Management Policy
- Social Media Policy
- South East Community Links Client Consent to Collect Personal Information Form
- Youth Links Client Consent to Collect Personal Information Form
- South East Community Links Consent to Share Client Information Form
- Youth Links Consent to Share Client Information Form