

Procedure Title:	Privacy		
Owned by:	Chief Executive Officer	Adopted on:	April 2015
Responsibility:	Leadership Group	Review Date:	April 2017

Procedures Statement

South East Community Links collects, holds, uses and discloses personal information, including some sensitive information, to ensure the provision of high quality services. This information may include personal identifying details and information about an individual's background, health and current economic and social circumstances. This procedure should be read in conjunction with the Privacy in Practice Work Instruction

Collection

South East Community Links will:

- Only collect information that is necessary for the performance and primary function of South East Community Links: or South East Community Links in conjunction with partner and co-located organisations as defined in service or partnership agreements.
- Notify individuals about the kind of information and why it is collected, and how it is held and administered.
- Ensure that individuals are provided with sufficient information in the most appropriate form to be able to understand the consent form/s and any possible consequences and have the capacity to provide informed consent.
- Wherever possible gain the signed consent of individuals at a face to face interview and seek verbal consent from an individual only when it is not practicable to get written consent.
- Notify individuals that this information may be accessed by them.
- Gain consent to collect sensitive information such as: ethnicity, religious and political beliefs and affiliations, health status, professional or trade memberships, sexual preferences and criminal record.

Use and Disclosure

South East Community Links will:

- Only use or disclose information for the primary purpose for which it is collected or a directly related secondary purpose where the individual would reasonably expect the organisation to use or disclose their information.
- Use or disclose information for other purposes only with the informed and signed consent from the individual concerned; except where necessary to prevent or lessen a serious and imminent threat to the life or health of the individual or another person.
- Will not disclose personal information to a cross border recipient without the informed consent of the individual.

Information Quality, Security and Retention

South East Community Links will:

Take reasonable steps to ensure that information collected is accurate, complete and up to date and relevant to the functions the organisation performs.

- Put in place reasonable security safeguards and take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.
- Destroy or permanently de-identify personal information in accordance with the Records Management Policy when it is no longer required to be held.
- OR Retain personal information where legally indicated or directed in certain circumstances.

Openness

South East Community Links will:

- Have ongoing practices and policies in place to ensure that personal information is managed in an open and transparent way.
- Ensure individuals are aware of the organisation's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website
- Take reasonable steps to provide this information to individuals in their language or form of choice.
- Provide information to individuals as to how they may complain about the handling of their personal information under the provisions of the South East Community Links Complaints Policy and Procedures.

Access and Correction

South East Community Links will:

- Give individuals access to information held about them on the request of that individual, as detailed under Australian Privacy Principles, the Freedom of Information Act and, where indicated, government departmental procedures
- Correct the information about the individual, where approved, if it is inaccurate, incomplete, misleading or not up-to-date.
- If the organisation and the individual disagree about the accuracy, completeness and currency of the information held, South East Community Links will attach a statement to the information if requested by the individual.

Anonymity and Pseudonymity

South East Community Links will:

- Give individuals the option of not identifying themselves or of using a pseudonym when dealing with the organisation where it is practicable to do so.
- Explain the effect on service delivery if individuals choose not to identify themselves.
- Give individuals the option of not identifying themselves when completing evaluation surveys

Complaints and Breach of Privacy

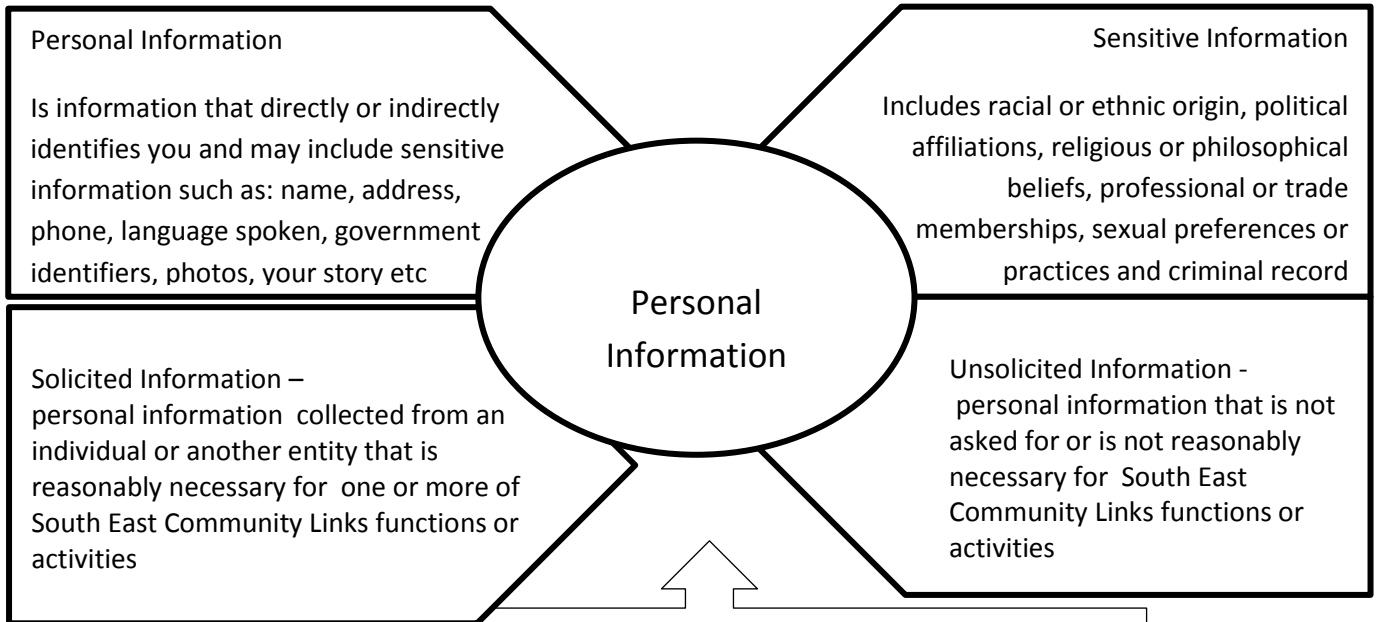
South East Community Links will:

- Tell individuals how to complain and provide information in the most appropriate form to allow them to do so
- Address complaints in line with South East Community Links policy and procedure
- In the event that a breach of privacy is suspected or discovered, take steps to **contain the breach and appoint a senior staff member to assess the associated risks**
- **Determine the extent of a breach, any potential harm to individuals and consider who needs to be notified internally and possible externally**
- **Take steps to prevent further breaches**

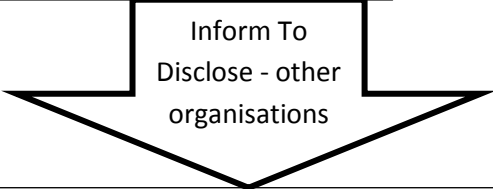
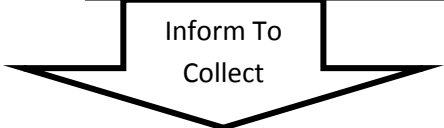
Related legislation, policies and procedures

- Human Rights Charter
- Health Records Act (Vic)
- Information Privacy Act (Vic)
- Privacy Act 1988
- Privacy Amendment Act (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles
- 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

PRIVACY IN PRACTICE



Personal information can be collected, used and disclosed with Informed Consent



What personal information is to be collected

What the information will be used for

Who will get the information, who it may be passed onto and for what purpose

Consequences of giving consent or not giving consent

Right to access their personal information and request to have it corrected

May complain if their if their privacy is breached

What personal information will be passed on

What the information will be used for

How long the consent is valid for and that it can be withdrawn at any time

Consequences of giving consent or not giving consent

May complain if their privacy is breached

How do we gain Informed Consent?

- Give, read, or explain the Consent to Collect Personal Information sheet with an interpreter if requested. Client completes and signs
 - Only where impracticable to gain signed consent gain informed verbal consent using Consent to Disclose Personal Information Form
 - Provide South East Community Links Rights and Responsibilities brochure in preferred language where possible
 - If required, give, read and explain Consent to Disclose Personal Information Form with an interpreter if requested. Client completes and signs.
 - Provide access to Privacy Policy and Procedures as hard copy or through the SCAAB website
- Note: An individual must have the option of not identifying themselves or using a pseudonym if lawful and practicable to do so*

