



Privacy and Confidentiality Procedure

1. Policy Reference

- 1.1 Privacy and Confidentiality Policy V2 May 2019

2. Relevant Documentation

- 2.1 Organisational policies and procedures

3. Procedure

- 3.1 Personal information will only be collected if necessary for an identified purpose, e.g. CHSP, MMCPN, C4C statistical reporting.

3.1.1 Enrolment/Assessment forms

- To include a statement regarding use of personal information
- To be entered into MAISY Salesforce
- Hardcopy be placed in locked filing cabinet in Board office
- Data entry only to be performed by designated people (staff or nominated volunteer)
- Information gathered only to be used for information relating to participation.
- Be conscious of security - no unauthorised people to be in offices unless with a staff or committee member or volunteer.

3.1.2 Course Booking Sheets

- To be kept in folders at front reception office on back bench
- Access only for relevant staff and volunteers
- At end of each event booking forms to be scanned, saved electronically.

3.1.3 Attendance Sheets

- Attendance sheets to include participants name, telephone number and email.
- Attendance sheets to be kept in relevant folder in the meeting room until classes commence and then returned to CHSP/CSSP Officer when classes are completed.

3.1.4 Holiday Program Enrolment Forms

- Enrolment forms to be kept in folder in filing cabinet one in the Board office-
- Data can be obtained from MAISY/Salesforce in emergency situations.

3.1.5 Volunteer Personal Details

- Volunteer personal information will be scanned saved electronically in the CEO HR confidential file
- Information regarding any unsuccessful applicants will be destroyed at the conclusion of the selection process, unless permission or consent of the candidate has been obtained to keep any such information. Personal information regarding the successful applicant shall become part of the employee record and will be kept in a locked file with other employee records.
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3.1.6 Sessional Tutor Details

- Tutor agreements are to be saved electronically in the CEO HR file.
- Contact details are kept in an excel spreadsheet.

3.1.7 Accident/Incident Forms

- To be completed as per procedure and filed in accident report folder in filing cabinet one.
 - Children's accident forms are then archived until child is 25 years of age.
 - Any incident forms relating to adults are to be forwarded to TBCC CEO.
 - Workcover incident reports are to be filed in register of Injuries folder located in the CEO Office. Each completed report is to be filed in the CEO HR electronic file. These registers are to be archived for 30 years

3.1.8 Course/Information Enquiries

- Any definite course booking to be entered into the appropriate folder located on the front reception back bench.

Remember:

- No personal details to be given out to a third party without that persons consent.
- Do not give out phone numbers (staff, committee, volunteers, tutors, house users). If suitable, take the enquirers number, call the requested person's number and ask them to contact the enquirer.

3.2 ensure that the person knows the purpose for collecting personal information

3.2.1 Include explanatory statement on all enrolment/assessment forms e.g.

Tailem Bend Community Centre Inc. respects your right to privacy. Information is collected for the purpose of course enrolment and for statistical records and is required as a condition of our funding for some courses. All personal information is kept in accordance with Privacy Legislation and is not used for any other purpose without your consent. The centre's Privacy Policy is available on request.

3.2.2 Include explanatory statement on staff personal information sheets e.g.

TBCC. respects your right to privacy. Information is collected for employment purposes only including taxation, superannuation, workcover, health and safety. All personal information is kept in accordance with Privacy Legislation and is not used for any other purpose without your consent. The TBCC Privacy and Confidentiality Policy is available on request.

3.3 If the information is to be used or disclosed for other purposes, seek the person's written consent. Written consent is preferable however, verbal consent is okay at the person's discretion

3.3.1 This applies to:

- Any personal information held
- Participants work for display or inclusion in printed matter
- For any photographs taken for display or marketing

3.4 Ensure that information is accurate before using it.

If the information has not come first hand, check.

3.5 Ensure that security safeguards and disposal policies are implemented to reduce risks of unauthorized access, use, modification and disclosure.

3.5.1 Enrolment/assessment records to be stored as described above.

3.5.2 Any personal records for disposal are to be shredded

3.5.4 Privacy policy and procedures to be included in all staff, committee and volunteer handbooks and are to be included in induction procedures.

3.6 Ensure that a person can exercise their right to have access to, and seek to correct, information held about them.

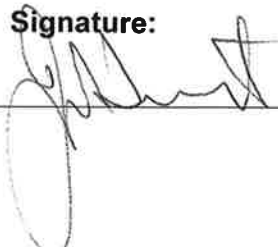
3.6.1 Any person, upon proof of identify and at an agreed appointment, can access their personal information.

3.6.2 Application to be made to the committee of management chairperson or to the coordinator.

3.7 Provide avenues for a person to find out more about how their information is handled and ways to make a complaint if they believe it has not been handled in accordance with the relevant privacy principles.

3.7.1 A person can approach the CEO or board of management Chairperson to find out more about how their personal information is handled.

3.7.2 If they believe that their personal information has not been handled in accordance with the relevant privacy principles, grievance procedures should be followed as per the grievance policy.

Date first formulated	<i>Name change - Previously called Privacy Procedures V1 approved by Board 24/8/07</i>	
Dates approved by Board	V2 V3	June 2016 May 2019
Next Review Date	June 2021	
Related Documents	Privacy and Confidentiality Policy Human Resources Management Policy Document Control Register Code of Conduct Form Feedback and Complaints Policy Feedback and Complaints Procedure Information Technology and Social Media Policy ISG Appendix Definition of privacy: ehrweb.aaas.org/ehr/books/glossary.html	
Legislation	Commonwealth Privacy Act 1988 State Records Act 1997 Child Protection Act 1993 Guardianship Act 1993 SA Government Information Sharing Guidelines Privacy Act 1988 Australian Privacy Principles (2014) SA Privacy Principles reissued 1992 Privacy Amendment (Enhancing Privacy Protection Act 2012 (amends the Privacy Act 1988)	
Signed on behalf of TBCC Board of Management by:		
Name: Jack Hunt		
Position held: Chairperson		
		Signature:  10 May 2019