



Privacy and Confidentiality Procedure



1. Policy Reference

Privacy and Confidentiality Policy V3 February 2022

2. Relevant Documentation

Organisational policies and procedures.

3. Dealing With Personal Information

In dealing with personal information, TBCC Board of Management, staff, contractors, volunteers will:

- Ensure privacy for consumers, Board of Management, staff, contractors, volunteers, members and representatives of agencies we deal with, or during discussion of a personal or sensitive nature.
- Only collect and store personal information that is necessary for the functioning of the organisation and its activities.
- Use fair and lawful ways to collect personal information.
- Collect personal information only by consent from an individual.
- Ensure that people know what sort of personal information is held, what purposes it is held for and how it is collected, used, disclosed and who will have access to it.
- Ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves.
- Take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure .
- Refer to the *Information Sharing Guidelines for Promoting the Safety and Well-being of Children, Young People and their Families*.
- Destroy or permanently de-identify personal information no longer needed and/or after legal requirements for retaining documents have expired.
- Notify individuals and the Office of the Australian Information Commissioner (OAIC) when there has been a data breach (or suspected breach) of personal information, if it is likely to result in serious harm to individuals whose privacy has been breached.

4. Responsibilities for Managing Privacy

- All board, staff and volunteers are responsible for the management of personal information to which they have access, and in the conduct of research, consultation or advocacy work.
- Information about clients may only be made available to other parties with the consent of the client.
- The Chief Executive Officer (CEO) is responsible for content in TBCC publications, communications, social media and website and must ensure the following:
 - Appropriate consent is obtained for the inclusion of any personal information about any individual including TBCC personnel.
 - Information being provided by other agencies or external individuals conforms to privacy principles.
 - That the website contains a Privacy Statement that makes clear the conditions of

any collection of personal information from the public through their visit to the website.

- TBCC CEO is responsible for safeguarding personal information relating to TBCC Board of Management, staff, contractors, volunteers, members and representatives of agencies we deal with.

5. The Privacy Contact Officer

The Privacy Contact Officer will be the TBCC CEO. The CEO will be responsible for:

- Ensuring that all staff are familiar with the Privacy Policy and administrative procedures for handling personal information.
- Ensuring that consumers and other relevant individuals are provided with information about their rights regarding privacy.
- Handling any queries or complaint about a privacy issue.

6. Privacy Information for Clients

At initial assessment, consumers will be told what information is being collected, how their privacy will be protected and their rights and responsibilities in relation to this information.

7. Privacy for Interviews and Personal Discussions

To ensure privacy for consumers or staff when discussing sensitive or personal matters, the organisation will be sensitive of surrounds and who may be able to hear discussions, move to private interview spaces, including home visits, or view or monitor for email responses.

8. Participants in Research Projects

People being invited to participate in a research project must be:

- Given a choice about participating or not.
- Given the right to withdraw at any time.
- Informed about the purpose of the research project, the information to be collected, and how information they provide will be used.
- Given copies of any subsequent publications.

9. Enrolment/Assessment Forms

- To include a statement regarding use of personal information.
- To be entered into MAISY.
- 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.

10. 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.

11. 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.

12. 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 in emergency situations.

13. Volunteer Personal Details

- Volunteer personal information will be scanned and 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.

14. Sessional Tutor Details

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

15. 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

16. Course/Information Enquiries

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

17. Additional Requirements for Staff/Volunteers to Note

- 17.1 No personal details to be given out to a third party without that persons consent.
- 17.2 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.
- 17.3 Ensure that the person knows the purpose for collecting personal information.
- 17.4 Include an 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

Date first formulated

Name change - Previously called Privacy Procedures V1 approved by Board 24/8/07

consent. The centre's Privacy Policy is available on request.

17.5 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.

17.6. 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. This applies to:

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

17.7. Ensure that information is accurate before using it. If the information has not come first hand, check.

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

17.9. Enrolment/assessment records to be stored as described above. Any personal records for disposal are to be shredded.

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

17.11. Comply with [legislative requirements on reporting] if relevant, and with TBCC policy and procedure on internal and external reporting.

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

- Any person, upon proof of identify and at an agreed appointment, can access their personal information.
- Application to be made to the committee of management chairperson or to the coordinator.

17.13. 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.

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

Dates approved by Board	V2 V3 V4 V5	June 2016 May 2019 April 2020 Feb 2022
Next Review Date	Feb 2025	
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 Privacy Principles Aged Care Charter of Rights Aged Care Standards National Principles for Child Safe Organisations Rights of Every Child Know your rights and responsibilities Children's rights and responsibilities flyer Overview of child protection legislation across state and territory jurisdictions. Resource sheet developed by the Australian Institute of Family Studies	
Legislation	Equal Opportunity Act 1984 Work Health & Safety Act Children's Protection Act 1993 Aged Care Act 1997 Commonwealth Privacy Act 1988 Department Human Service DHS Critical Client Incidents Policy State Records Act 1997 Guardianship Act 1993 Information Sharing Guidelines for Promoting Safety and Wellbeing Workplace Gender Equality Act 2012 Australian Human Rights Commission Act 1986 (Federal) Crimes Act 1914 (Federal) Criminal Law Consolidation Act 1935 (SA) Fair Work Act 2009 Volunteers Protection Act 2001 (SA) Return to Work Act 2014	
<p>Signed on behalf of TBCC Board of Management by:</p> <p>Name: Jack Hunt</p> <p>Position held: Chairperson</p> <p style="text-align: right;">Signature:</p> <p style="text-align: right;">2 Feb 2022</p>		