



Confidentiality and Privacy Policy

Policy statement

Eyre Futures Incorporated is committed through its practices to protecting the privacy of all clients and individuals it deals with and ensuring that client, personal and sensitive information remains confidential.

Eyre Futures Incorporated is bound by and committed to the Australian Privacy Principles relating to all personal and sensitive information collected in relation to any individual and refers to other relevant guidelines where appropriate.

Policy

Eyre Futures Incorporated collects and stores personal and non-personal information that is essential to provide services to clients, to employ staff, and to engage volunteers, and so it can provide a safe working environment, high quality services and meet its legal requirements.

Eyre futures Incorporated manages personal and sensitive information in accordance with relevant legislation and disposal guidelines.

Access to personal information is governed by the practices set out in this policy.

This policy supports Eyre futures Incorporated to apply:

1. National Standards for Disability Services: Standard 1: Rights, *The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.*
2. National Disability Insurance Scheme Practice Standards: 1. Rights and Responsibilities (Privacy and Dignity); and 3. Provision of Supports (Access to Supports)

Scope

This policy applies to all staff, contractors and volunteers. It includes confidentiality of information about the people Eyre Futures Incorporated support and the people who work with Eyre Futures Incorporated. The Board is responsible for this policy.

Principles

- Personal information is collected with consent and is used where the information is needed to provide services and meet compliance requirements.
- Information is protected from misuse, loss and unauthorised access.
- Information not needed by Eyre Futures Incorporated is destroyed as soon as practicable in a way that complies with all legal and compliance requirements
- Reasonable steps are taken to ensure information is complete, current and accurate.
- Personal information is only ever released if required by law, agreed to through the informed consent of the individual or if a person requests to see their own personal file.
- Personal information will not be disclosed to other parties or used for direct marketing without permission

Implementation

Collection of information

Information is collected in a professional manner and by lawful and fair means. Personal information is generally collected from the individual client, staff member, or volunteer. Informed and written consent must be obtained before any information is collected. However, for clients under the age of 18, this information can only be obtained with the signed permission of parent(s) or guardian.

Staff members and volunteers under the age of 18 must obtain the signed consent of their parent or guardian prior to providing personal information or signing any form of agreement with Eyre Futures Incorporated.

Type of information collected - Definitions

Personal information collected may include:

- Personal details including name, address, phone number, email
- Date of birth or other events
- Photographs, audio or video recordings
- Tax file number
- Bank/credit card account details
- Education and employment histories
- Information derived from DCSI Screening Clearances/Police checks
- Health and medical information
- Details of disability or personal requirements as relevant to service delivery and/or supports
- Next of kin/ emergency contact

Sensitive information is personal information that may include information or an opinions about:

- Racial or ethnic origins,
- Immigration records, family connections
- Religious or philosophical beliefs
- Health or genetic information
- Sexual orientation or practices
- Criminal records
- Other aspects of a persons life co-displayed or incidentally provided/ gathered as a consequence with other processes or information provision requirements

Generally, sensitive information has a higher level of privacy protection than personal information.

Data Quality

Reasonable administrative and procedural steps will be taken to ensure that any collected information is complete, accurate and up to date, including but not limited to:

- Ensuring the date of collection of information is recorded
- Taking reasonable steps to review or destroy out of date and/or inaccurate information
- Detailing any steps taken to check the accuracy of information
- Identifying the source of any information unless such identification would reasonably result in a serious threat to the informant

Data Security

Reasonable administrative and procedural steps will be taken to protect any collected information from misuse, loss, unauthorised use, modification or disclosure, including but not limited to:

- Scheduled review and update of risk and security measures
- Restriction of physical access to document archive areas and secure storage
- Use of secure technology inclusive software, updates, apps, virus protection
- Provision of staff training

Eyre Futures Incorporated responsibilities

Eyre Futures Incorporated will ensure that:

- At the time of entering the service, clients are informed about the information that Eyre Futures Incorporated collects about them, the reason for collecting the information and their right to access this information. Parents or guardians of clients and staff under 18 years of age are also provided with this information.
- Personnel and client records, including files, photographs, videos and electronic records, are kept securely and only available to authorised staff, as determined by the Manager.
- New staff are informed of their obligations and responsibilities as part of the induction process.

- Information is only disclosed to another person or service provider when informed consent has been gained in writing from the employee or client (parent/guardian if under 18 years.).
- In the event of an emergency the most senior available Eyre Futures Incorporated Staff member is charged with the responsibility of accessing and releasing essential personal information to appropriate authorities (e.g. police or other emergency services).
- Corrective or disciplinary action will be instituted for breaches of confidentiality.
- Personal information is not sold, rented, traded, or marketed to a third party and is not used for any purpose apart from the initial reason it was collected.
- Eyre Futures Incorporated will endeavour to ensure that information is kept up to date.
- Staff files are kept for 7 years after employment cessation then destroyed confidentially.
- Client files are kept for 7 years after service cessation then destroyed confidentially.
- People are removed from our mailing lists upon receipt of a written request to this effect.
- It is a requirement that Eyre Futures Incorporated staff keep themselves up to date with the requirements of the Privacy Act and regularly share this information with staff they manage.
- The Privacy Act is available online for reference under the Federal Register of Legislation .

Accessing and updating personal information

Clients' rights and responsibilities:

- Clients have the right to ask staff what information is kept about them.
- Clients and/ or representatives have the right to access their own files and request information in the file be corrected or updated
- Clients must respect the right of others to have their personal information remain confidential.

Staff and volunteers' rights and responsibilities:

- Staff and volunteers have the right to know what information is kept about them.
- Staff and volunteers have the right to access their own personnel file and have the information about them updated as required.
- Staff can only access client files that are relevant to their work and must keep all information confidential.
- Volunteers do not have the right to access client files.
- All staff and volunteers must sign a confidentiality statement during their induction period.
- Commercial information must not be used by staff or volunteers for personal benefit or profit.
- Staff and volunteers have the right to ask the Manager of Eyre Futures Inc for advice or assistance in regard to accessing and/or updating their personal records.
- Where a staff member or volunteer becomes aware of confidential information about another person to which they would not normally have access, they are still obligated to treat that information confidentially.
- Staff and volunteers must respect the right of others to have their personal information remain confidential.

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