



PURPOSE

The Portarlington Neighbourhood House collects and uses personal and organisational information to the extent necessary to fulfil its functions and responsibilities to its members and the people and community it serves.

The purpose of this policy is to ensure operational and personal confidentiality and privacy are respected, and to provide Management Committee and other members, staff, tutors and volunteers with documented guidance on how confidentiality and privacy are to be handled.

This policy applies to Management Committee and other members, staff, tutors and volunteers.

This policy relates to collection, use, disclosure, accessibility, storage and destruction of written, photographic, video, audio and electronic records, as well as care and consideration in dealing with spoken information.

POLICY

The Portarlington Neighbourhood House recognises that everyone has the right to personal privacy.

The Victoria *Personal Information Protection Act 2004* will under pin the observance of confidentiality and privacy in the Portarlington Neighbourhood House.

The Portarlington Neighbourhood House is committed to protecting the privacy of members, staff, tutors, volunteers and users of the House and respecting and maintaining confidentiality as appropriate in its dealings with people.

The Portarlington Neighbourhood House will maintain confidentiality on information it holds and uses for its operations to the extent necessary for operational, personal privacy or ethical reasons.

All Management Committee and other members, staff, tutors and volunteers who may be required to access personal information or deal with confidential matters in the course of their duties, will sign a confidentiality agreement stating that they have read and understand this policy and will comply with its provisions at all times.

The obligation to protect privacy and confidential matters from disclosure shall continue even after the Management Committee and other members, staff, tutors and volunteers have no further connection with the House.

Management Committee and other members, staff, tutors and volunteers are required to



comply with this policy.

PROCEDURES

In accordance with the *Children, Young Persons and Their Families Act 1997* and the *Children, Young Persons and Their Families Amendment Act 2013*, and notwithstanding anything in this Portarlington Neighbourhood House policy and procedures, where there are concerns about the safety, welfare or wellbeing of a child, information can be shared with Child Protection Services through either a Gateway Service or Child Protection Intake and people do not need to be informed that their information has been shared in this way.

Only collect and provide personal information by lawful means.

Do not collect personal information unless the information is necessary for one or more of the Portarlington Neighbourhood House functions, responsibilities, services or activities.

If it is reasonable and practicable to do so, only collect personal information about a person from that person.

At or before the time of collecting the information, give an undertaking to the person whom the information concerns that the House will not disclose the information without the person's consent.

Advise a person of the purposes for which any information about them is collected and of their right of access to information about them that is held by the House. A person may only apply for access to their own information.

Take reasonable steps to make sure that the personal information the House collects, uses or discloses is accurate, complete and up-to-date.

A person may request amendment of his or her personal information if that information is incorrect, incomplete, out of date or misleading and the House will take reasonable steps to correct the information so that it is accurate, complete and up-to-date.

Take reasonable steps to protect the personal information that the House holds from misuse, loss, unauthorised access, modification or disclosure.

Do not use or share confidential or personal information unless approval of the Management Committee or the Coordinator has been obtained for that specified purpose or work role.

Only those people who need the information to fulfil their responsibilities or have a legal right to know can access or be included in discussions about confidential and private records and information.



Store and use all records and information containing personal or confidential information about users of the House and their families, Management Committee and other members, staff, tutors, volunteers and the community, in whatever form, to ensure the safety and security of the records and information.

Do not leave personal or confidential records and information in plain sight of persons not authorised to access such records and information.

Be aware at all times of others who may be in close range and listening when engaged in a telephone or personal conversation and avoid using names or other identifying information when there is a possibility of being overheard.

When they are no longer needed for any legitimate purpose, dispose of all files, documents, records and information in any form containing personal or confidential information in a secure manner so that personal or confidential information cannot be retrieved.

Do not provide personal information or personal contact details such as personal postal addresses, personal email addresses or personal telephone numbers of Management Committee or other members, staff, tutors or volunteers to anyone outside the House without the express approval of the person involved, other than in an emergency situation or as required by law. Take a message and pass it on to the person involved.

Apply the principles of policy and procedures to requests for information from the police, court and other organisations.

Require Management Committee members not to disclose confidential information dealt with by the Management Committee to any third party without the prior permission of the full Management Committee.

Obtain written permission signed by a parent before obtaining and using information, photographs or images of children.

Do not copy, remove from or transmit outside of the House, by any medium, confidential written, photographic, video, audio, electronic or other records or material in any form, without the written permission of the Management Committee or the Coordinator, as the case may be.

Do not discuss a person's private or confidential information with other service providers or make referrals on behalf of that person without their prior knowledge and consent.



Confidentiality and Privacy Policy



DEFINITIONS

Confidentiality for the purpose of this policy, is the observance of any requirements to limit disclosure of information or restrict access to information to those with an approved and necessary need to know, whether the information is of a personal or organisational nature. Something is deemed confidential if it is:

- of a private, personal nature;
- commercially sensitive;
- provided in confidence; or
- information, which if inappropriately disclosed, would be detrimental to the good governance and lawful operations of the House.

Privacy for the purposes of this policy, refers to a person's right of control over their personal information and what information about them can be collected and stored, who has access to such information, and the extent, manner and timing of the use of that personal information. It also refers to the extent of a person's ownership rights to their personal information and any right to view, verify, and challenge that information.

ADOPTION AND REVISION HISTORY

Include policy versions, approvals, review dates etc. here. **Reviewed on February 2017**
Due to be reviewed on February 2018

This policy was adopted by the Management Committee of Portarlington Neighbourhood House on

Signature

Signature

Print name

Print name

Position

Position



Portarlington Neighbourhood House

Confidentiality Agreement

I have read and fully understood the Portarlington Neighbourhood House Confidentiality and Privacy Policy.

I agree that this policy applies to me.

I agree to comply with this policy at all times while I am involved with the Portarlington Neighbourhood House.

I agree to comply with this policy when I am no longer involved with Portarlington Neighbourhood House, insofar as it applies to all dealings when I was involved with Portarlington Neighbourhood House.

Name:

- Position:**
- Management Committee Member
 - Coordinator or Manager (circle whichever is applicable)
 - Permanent Staff Member (Full time and Part time)
 - Casual or Fixed Term Staff Member
 - Tutor
 - Volunteer
 - Other (please state)

Signature:

Date: