



Privacy Policy

CATEGORY: Information Management

THIS PROCEDURE APPLIES TO: Employees, Clients, Students and Volunteers



Document Control			
Document Title	Privacy Policy		
Policy Area	Information Management – Privacy		
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Owner	Richmond Wellbeing Board		
Approved by	RW Board	Approval Date	06 September 2016
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Record of issue		
Version	Date	Reason and comment
1	September 2016	Titled; <i>Privacy Policy</i>

Review by Consumer and Family Reference Group		
Version	Date	Reason and comment

Policy Context	
Applicable standards, legislation or other requirements.	QIC Health and Community Services Standards National Standards for Mental Health Services National Standards for Disability Services Commonwealth Privacy Act 1988 – amended in Privacy Amendment (Enhancing Privacy Protection) Act 2012 Australian Privacy Principles 2014 Commonwealth Freedom of Information Act 1982 West Australian Freedom of Information Act 1992
Related RW documents	Consent Forms

Contact for enquiries and proposed changes	
All queries and changes regarding this document should be directed to	
Name	Anya-Jane Statham
Position	Compliance and Risk Manager

1 Purpose

To ensure the right to privacy and respect is maintained for each person whose personal and sensitive information is collected and retained by Richmond Wellbeing and to establish principles of transparency and fairness for the management of this information.

2 Introduction

RW delivers a diverse range of services for the most vulnerable members of our society. In delivering our services we comply with the Privacy Act 1988 (amended 2012) and the Australian Privacy Principles 2014, which regulate the collection, management, storage and at times disclosure of personal and sensitive information and how individuals can access and correct personal and sensitive information held about them.

3 Policy

3.1 Collection of personal and sensitive information

RW will only collect personal and sensitive information that is reasonably necessary for one or more of our functions and activities.

3.2 The type of information collected

Clients

The nature and extent of personal and sensitive information collected varies depending on the particular interaction with RW and will only be relevant to the service delivered. The kind of information collected will include contact and personal details, family background, health information, medical history, client consent and any other information required for delivery of a specific service.

Employees, Board Members, volunteers and students on placement

Information collected relates to the requirements of the work to be undertaken and payroll and HR requirements. The kind of information required includes names and contact details, bank account and taxation details, qualifications and previous experience, relevant health information, copies of correspondence with RW and employment/placement agreements and contracts.

How we collect information

Where possible, RW collects personal and sensitive information directly from the individual. The information is collected through various means, including referral forms, telephone and in-person

interviews, appointments, and questionnaires. If the individual feels that the information we are requesting is not the information they wish to provide, they have the opportunity to raise this with us.

At times we may need to collect information from a third party. This may include but is not limited to; information from a legal guardian, or health information to assess a referral or for a consumer returning to a RW service following hospitalisation. We will take reasonable steps to contact the individual and ensure they are aware of the purposes for which we are collecting their personal and sensitive information and at all times we will abide by our confidentiality procedures. RW completes consent forms with consumers entering our services to ensure sound confidentiality procedures in the instance a third party is required to be contacted.

Health Information

As part of administering RW services, RW may collect health information. For example, we collect health information (such as a brief risk assessment, medical history, health questionnaires) from some clients participating in our programs. If RW uses health information for statistical purposes it will be de-identified if practicable to do so.

Use and Disclosure of personal and sensitive information

Individuals who would like to access any Richmond Wellbeing services on an anonymous basis or wanting to use a pseudonym, should inform us of this. If it is possible and lawful we will take all reasonable steps to comply with the request. However, we will not be able to provide the services in question if we are not provided with the personal information requested.

RW will use personal and sensitive information for purposes which are related, or, in the case of sensitive information, directly related, to the reason for which an individual provided the information. We will not use or disclose personal or sensitive information for any other purpose unless the individual has consented or one of the following applies:

- it is otherwise required or authorised by law
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity or misconduct of a serious nature that relates to our functions or activities
- it is reasonably necessary to assist in locating a missing person
- it is reasonably necessary to establish, exercise or defend a claim at law
- it is reasonably necessary for a confidential dispute resolution process
- it is necessary for the management or monitoring of our service

- it is reasonably necessary for the enforcement of a law.

Security of Personal and Sensitive Information

RW takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and disclosure. These steps include password protection for accessing our electronic IT system. We ensure that our third party vendors do not breach security and privacy requirements.

Hard copy records and documents, and archived documents are stored according to legislated requirements.

Access and or correction to personal/sensitive information

If an individual requests access to the personal information we hold about them, or requests we change or correct that personal information, we will allow access or make the changes, unless the request is frivolous, or poses a threat to life, health or safety of any individual or where there is an exemption by law.

Requests for access and/or correction to personal information should be made to privacy@rw.org.au For security reasons, individuals will be required to put their request to access on our “Request to Access Information” form, or in writing via email and provide proof of identity to ensure protection of information.

We will take reasonable steps to provide access to the information requested within 14 days of the request or within 30 days where more complex information is required. If an individual is able to establish that personal information RW holds about them is not accurate, complete or up to date, RW will take reasonable steps to correct our records.

Third party requests for access to information will be dealt with by Executive Management and subpoenas will be dealt with as legally required and clients advised accordingly, wherever possible.

If we deny access to information we will set out reasons for denying access in writing. Where there is a dispute about right of access to information this will be dealt with by contacting privacy@rw.org.au

Data quality

RW maintains and updates personal information when we are advised by individuals that their personal information has changed. We also regularly audit the information we have collected to ensure it is accurate and recorded at the highest possible standard.

Complaints policy

If a person has provided us with personal and/or sensitive information and is of the belief we have breached our privacy obligations, or we have collected and hold personal and sensitive information about them that they do not believe is correct, they have a right to make a complaint and have it investigated and dealt with under the Richmond Wellbeing Complaints policy by contacting feedbackandcomplaints@rw.org.au

How to contact RW in regard to accessing personal/sensitive information

Clients, staff, volunteers or students on placement wishing to access personal/sensitive information, change any information RW holds, or make general enquiries regarding the privacy of their information, can contact RW at privacy@rw.org.au