

POLICY STATEMENT:

EBL Disability Services is committed to protecting an individual's right to privacy. EBL acknowledges and respects the privacy of individuals. We are required under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 to comply with the Australian Privacy Principles in respect to the collection, use and disclosure of personal information from individuals.

EBL only collects personal information for the purposes of assisting staff to provide appropriate health and social services to clients and for the needs of good resource management in the case of staff information. Where other agencies are providing services necessary to a client's health and welfare there may need to be some exchange of information. In this instance EBL's Information Sharing Guidelines for promoting safety and wellbeing (ISG) for vulnerable people accessing EBL service including children and adults will apply.

Individual personal information collected by EBL, in any format, will be used only for the primary purpose for which it was provided. EBL will not use this information for any other purpose without the person's consent unless so required by regulatory bodies and government agencies. This information will be kept confidential.

When collecting the information EBL will:

- Adhere to the principles outlined in the Information Sharing Guidelines;
- advise the purpose for collecting the information;
- advise whether or not the provision of information is voluntary and necessary;
- advise how the information is to be held;
- name the intended recipients; and
- Advise how individuals can obtain access to their information, check it for accuracy and completeness and make application to correct it.

EBL may provide to government departments the information individuals provide, if required to do so under Australian law.

EBL only collects personal information in a lawful, fair and unobtrusive manner. EBL only collects sensitive information (such as ethnicity, health etc) in order to provide services necessary to a client's health and welfare, for example providing appropriate activities and food.

Internally, we have controls and procedures in place to ensure that the personal information we collect remains confidential to those staff who may need to access the information for business purposes.

We do not sell or trade in personal information, or allow third parties to use that personal information for their own purposes.

It is our policy to destroy personal information once there is no longer a legal or business need for us to retain it. (Ref: Grace Information destruction policy)

PRIVACY & CONFIDENTIALITY POLICY

We will provide access to personal information upon request by an individual, unless a request is unreasonable and the Australian Privacy Principles would permit us to decline that access (for instance, where granting access would infringe another person's privacy, or where the request for access is frivolous or vexatious).

If a person believes that the information we hold about them is incorrect, or if they have concerns about how it is handled they can organise access to that information.

Staff information will be treated with respect and security measures will ensure it is not available to any unauthorised person.

Related Policies/Guidelines/Protocols:

Video monitoring Policy
Internet and Email Protocol
Information Sharing Guidelines

Related Standards:

CCCS Effective Management 1.2 – Regulatory Compliance
Community Care Common Standards – Standard 1: Effective Management EO 1.2 –
Regulatory Compliance
CCCS Effective Management 1.6 – Risk Management
Community Care Common Standards – Standard 1: Effective Management EO 1.6 – Risk
Management

Legislative Reference:

Privacy Amendment (Enhancing Privacy Protection) Act 2012
Australian Privacy Principles
Freedom of Information Act 1991
Aged Care Act 2007

Reviewed by: EBL Quality Service Team	Date: July 2015
Approved by:  (Chief Executive)	Date of next review: July 2018