Inc. No: A0024700T	**SUSSEX NEIGHBOURHOOD HOUSE Inc.** **Committee of Governance** **BRIEFING NOTE**

For Approval

PRIVACY AND PROCESSES POLICY

INTRODUCTION

This provides an overview of the policy to be tabled at the September 2021 Sussex Neighbourhood House (herein known as SNH Committee of Governance (herein known as CoG) meeting, for comment and approval.

BACKGROUND

The SNH CoG sub-committee and Manager review policies which provide guidance for the operation and governance of the House. The *Privacy & Processes Policy* seeks to establish Sussex Neighbourhood House's commitment to *protecting the privacy of personal information which SNH collects, holds and administers relating to that person*, whilst ensuring high standards and professional conduct.

PROPOSED CHANGES

Updated review and changes to policy.

RECOMMENDATION

That the Committee of Governance approve the changes to Policy.

POLICY AUTHORISATION"

Agree and Publish

Verified: Claire Martin, Chair SNH CoG Date: 20 September 2021

Inc. No: A0024700T	***SUSSEX NEIGHBOURHOOD HOUSE Inc.*** **PRIVACY POLICY & PROCESSES** **NOTE (THE AGREEMENT FORM IS ATTACHED BELOW FOR SIGNATURE)**

INTRODUCTION

The Committee of Governance (CoG) of Sussex Neighbourhood House (herein known as SNH) is committed to *protecting the privacy of personal information which SNH collects, holds and administers* relating to personal information *which directly or indirectly identifies a person*.

PURPOSE

The *purpose* of this policy is to *provide a framework for SNH when dealing with privacy considerations*.

POLICY

SNH collects and administers a range of personal information for the purposes of providing a range of educational, support and community programs. This information is collected to inform what services and supports are needed and contact details for communication purposes. SNH is committed to protecting the privacy of personal information it collects, holds and administers.

SNH recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy, which is compliant with the Privacy Act 1988 (Clth),Health Records Act 2001, the Commonwealth Information Privacy Act 2000 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

SNH may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the Sussex NH operations and practices and to make sure it remains appropriate to the changing legal environment.

SNH is bound by laws which impose specific obligations when it comes to handling information and has adopted the following principles as minimum standards in relation to handling personal information. SNH will:

- Collect only information which SNH requires for its primary function;

- Ensure stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

RESPONSIBILITIES

SNH's **Committee of Governance** is responsible for **developing, adopting and reviewing** this policy.

SNH **General Manager** is responsible for the **implementation** of this policy:

- ensuring all paid staff and volunteers are informed of the Privacy policy and procedures and their responsibilities under this framework;
- ensuring all SNH users have access to information on the Privacy Policy and Procedures;
- monitoring changes in Privacy legislation, and
- advising on the need to review or revise this policy as and when the need arises.

PROCESSES

Collection

SNH will:

- Only collect information which is necessary for the performance and primary function of SNH and in the provision of educational, support and community programs.
- Information regarding concession benefits will be used to provide concession rates and assist with applications for funding of programs. This information may be through phone calls, forms, meetings etc).
- Ensure information collected about children (e.g. immunizations, parent restricted access) will be collected regarding the welfare and wellbeing of the child(ren), and to be stored securely and kept in the strictest confidence.
- Notify stakeholders about why SNH collect the information and how it is administered. This includes the collection of information to identify services and support requirements and contact details for follow up if required.
- Notify stakeholders the information is accessible to them.
- Collect personal information from the person themselves wherever possible.
- If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- Collect sensitive information only with the person's consent.
- Endeavour to ensure it has a process for SNH users to update their personal information so that accurate records can be maintained.

- Ensure if photographs of individuals are taken and to be used in publications, consent must be given before they are reproduced or published in any form.
- Handle any cases of SNH users not wanting to disclose information (where it may be necessary in relation to the services being provided to them) on its merits.

Use and Disclosure

SNH will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, SNH will obtain consent from the affected person.
- In relation to a secondary purpose, use or disclose the personal information only where:
    - a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes; or
    - the person has consented; or
    - certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- In relation to personal information which has been collected from a person, use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and SNH has provided an opt out and the opt out has not been taken up.
- In relation to personal information which has been collected other than from the person themselves, only use the personal information for direct marketing if the person whose personal information has been collected has consented (and they have not taken up the opt-out).
- Provide all individuals access to personal information except where it is a threat to life or health or it is authorized by law to refuse and, if a person is able to establish that the personal information is not accurate, then SNH must take steps to correct it. SNH may allow a person to attach a statement to their information if SNH disagrees it is inaccurate.
- Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
- Make no charge for making a request for personal information, correcting the information or associating a statement regarding accuracy with the personal information.

Storage

SNH will

- Implement and maintain steps to ensure personal information is protected from misuse and loss, unauthorized access, interference, unauthorized

modification or disclosure. Information will be stored either under lock and key, password protected or in a supervised area which will only by accessed by those in authority, their delegates or the person himself/herself under supervision.

- Ensure SNH data is up to date, accurate and complete.

Destruction and de-identification

SNH will

- Destroy personal information (wherever or in whatever form it is held), once is not required to be kept for the purpose for which it was collected
- Change information to a pseudonym or treat it anonymously if required by the person whose information SNH holds and will not use any government related identifiers unless they are reasonably necessary for our functions.

Data Quality

SNH will take reasonable steps to ensure the information SNH collects is accurate, complete, up to date, and relevant to the functions we perform.

Security and Retention

SNH will only destroy records as and when required by law.

Openness

SNH will:

- Ensure stakeholders are aware of SNH's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the SNH website.

Access and Correction

SNH will ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

Anonymity

SNH can allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis.

Making information available to other organisations

SNH can release information to third parties where it is requested by the person whose information to whom it belongs. Otherwise, SNH will ensure privacy at all times.

Employee records

Employee records are to be maintained and secured by the employer.

Contractors, job applicants and staff members

SNH can only collect personal information for assessing and (if successful), engaging the contractor, job applicant or staff member. This information may be needed for, but not limited to, insurance or legal purposes.

Volunteers

SNH obtains personal information about its volunteers who assist with its functions or other associated activities. This information may be used to enable SNH and volunteers to work together.

Enquiries and Privacy complaints

Enquiries and Privacy complaints are to be directed to the SNH Manager. Should the complaint involve the SNH Manager, the Committee of Governance Chairperson should be contacted.

VERSION CONTROL

Ver	By	Summary, Amendments	Approved By	Review Date
1	Policy Sponsor	Approving Authority	Vic Issells, Manager	
1		Committee of Governance	26th June 2018	
1	Policy Officer	CoG under review	5/2021	
2	Policy Officer	Amended, updated & Approved by CoG	20/9/2021	2025

Sussex Neighbourhood House

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Inc. No: A0024700T

Privacy Agreement for Staff, Volunteers, Committee of Governance Members and Student Placements

I _____

Of _____

(home address]

Understand that:-

I have a legal obligation not to disclose, or discuss any information relating to the affairs of employees, clients or committee members of Sussex Neighbourhood House Inc that has been acquired in the performance of my role at the Neighbourhood House, except as necessary to relevant staff, or the Manager.

This obligation applies both before and after my employment/involvement at Sussex Neighbourhood House Inc

I have a legal obligation not to allow any unauthorized and unintentional access to systems, security information, or participant information, stored in any computer, any records, or on file, in the course of my role for Sussex Neighbourhood House Inc.

Staff, Volunteer, Committee of Management Member [please circle]

Signed: _____

Witness* Signature: _____Name: _____

Date: _____/_____/_____

* Acceptable witnesses are:

- Chairperson
- Secretary
- Manager
- Office co-ordinator